



JOB DESCRIPTION

JOB TITLE:	Lead Progression Coach
SALARY:	£24,538.68 per annum
REPORTS TO:	Head of employment
RESPONSIBLE FOR:	Progression Coaches
LOCATION:	Stoke and surrounding areas

JOB SUMMARY

Establish and maintain excellent working relationships with customers and employers for the purpose of brokering employment/education opportunities, for a target driven employment programme.

To support with the recruitment, induction, training and development of customers on the BBO Connecting Choices contract.

This project is funded by European Social Fund and The National Lottery Community Fund.

To manage, monitor and report on the contract performance, supporting staff in driving performance and outcomes.

To produce performance and project reports in line with the requirements of the Employment Manager and the contract.

The postholder will be responsible for delivering learning, development, job progression and sustainment for customers engaged in employment-related activities to enable Groundwork West Midlands (GWMM) to meet contractual performance levels.

To line manage specific staff and/or volunteers to ensure quality delivery of projects and programmes and professional development of staff. This will include working in ways which demonstrate best practice.

It is imperative that the postholder has a full UK driving licence and access to a vehicle with business insurance.

To fully support the Head of employment in the efficient and effective running of the BBO programme and assist with the preparation of internal plans and reports. Also attend regular meetings with the Head of employment or deputise in their absence.

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Charity No. 1128858.

KEY TASKS

1. Work in a target driven environment and manage time effectively to meet targets;
2. Take responsibility for accurately communicating activity and performance of site staff to the Employment Manager;
3. Act as a point of contact between managers and site staff;
4. Effectively manage local resources;
5. Maintain all relevant documentation in line with the relevant quality assurance procedures e.g. OFSTED, Skills Fund Agency as required;
6. Provide high quality employability-focused assessment, information, advice and guidance, striving to ensure that all GWWM customers are equipped to compete effectively in the job market;
7. Support and manage a caseload of customers to help them to progress to appropriate contractually-dependent outcomes including (but not restricted to) sustained employment, further education and structured job-searching;
8. Monitor, review and document progress with customers and other interested parties on an ongoing basis;
9. Deliver relevant accredited and non-accredited training to groups of customers, taking responsibility for assessing the effectiveness of delivery and resources and contributing to continuous quality improvement via communication and standardisation with peers;
10. Where necessary, prepare appropriate session plans and learning materials to make them available for monitoring or lesson observation visits and to maintain them as part of course documentation files;
11. Source and generate employment and work placement opportunities for GWWM customers by contacting employers directly to promote our services;
12. Broker opportunities for individual customers by matching customer skills and experience to current vacancies, which could include acting as an advocate for the customers and/or arranging work trials with the recruiting employer;
13. Support customers and their employers, pre and post-employment, to ensure sustainability of employment through effective communication, monitoring of progress and problem resolution;
14. Develop and maintain excellent relationships with referral agencies, Job Centre Plus staff, employers and funding bodies, ensuring the highest quality of communication at all times;
15. Undertake health & safety assessments of placements as necessary ensuring all legal obligations are met
16. Maintain up to date knowledge on the local labour market and skills gaps, utilising this knowledge to identify sector-specific routeways to meet employers' needs;
17. Maintain accurate and up to date employer database and participant information systems on a daily basis;
18. Ensure accurate and timely completion of all paperwork and reports in line with funders and partners requirements;
19. Ensure recruitment and employment is undertaken within an appropriate equal opportunities framework.

People Management and Development

1. To line manage and support specific staff working within the employment theme, ensuring staff have appropriate accreditation and support as needed;
2. Provide regular feedback to direct reports, carrying out regular staff reviews and yearly appraisals;

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3. Carry out staff observations – supporting staff with appointments and constructively supporting and providing feedback on appointments;
4. Assist in the recruitment and induction of delivery and associated staff.

Personal development and training

1. To attend regular team meetings and supervision with the employment manager.
2. To take responsibility for own Continual Professional Development, also attending all relevant meetings and courses arranged by GWWM.

Additional responsibilities

1. Able to work evenings and weekends as required.
2. Undertake training and development deemed necessary for the pursuance of the post.
3. Comply with the Equal Opportunities Policy and Procedure in all employment practices.
4. Comply with the no smoking policy.
5. Meet the travel requirements required for the role.
6. Ensure adherence to environmental procedures.
7. Ensure that Health and Safety is observed in the course of employment.
8. Undertake other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
9. Work with due regard for and promote Groundwork West Midlands' core values and objectives.

Person Specification

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. (Note: Where items appear which have not been deemed essential, you should assume they have been considered desirable).

Factor	Criteria	Ranking	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
Qualifications	Hold or be prepared to achieve Level 3 IAG. Hold or be prepared to achieve Level 3 Award in Education and Training or equivalent teaching qualification (PTLLS, DTLLS). Hold or be prepared to achieve a Level 3 Management qualification.	Essential	Yes	Application form/ Interview
Experience	Proven work experience with a range of unemployed young people and /or adults (which can include voluntary or paid work) in a targeted environment.	Essential	Yes	Application form/ Interview
Experience	Proven experience of delivering employment projects with young and adults, especially those living in disadvantaged areas and with additional support needs (e.g. Lone parents, NEETs) and ensuring they secure sustainable employment.	Essential	Yes	Application form/ Selection process/ pre-employment check
	Proven experience of working in partnership with a variety of stakeholders e.g. members of the public, employers, employment support providers, local authorities, local businesses and Groundwork Staff.	Essential	No	Application form/ Interview process
	Experience of cold calling/unplanned site visits to employers to promote the services we offer.	Essential	Yes	Application form/ Interview process
	Experience of staff management and driving performance.	Essential	Yes	Interview process

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Factor	Criteria	Essential or Desirable	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
Experience	Proven experience of developing productive relationships with partners i.e. job centre plus, employers and funding bodies.	Essential	Yes	Application form/ Interview process
	Experience of designing, developing and delivery of training sessions for clients of employment programmes.	Essential	Yes	Application form/ Interview process
	Experience of working in a high volume recruitment or job-brokering environment in a highly target driven manner.	Desirable	No	Application form/ Interview process
Knowledge	Knowledge of DWP funded activities.	Desirable	No	Application form/ Interview process
	Knowledge of labour market and skills gaps issues as well as the barriers facing non-working individuals.	Essential	Yes	
	Knowledge of quality systems such as Matrix, OFSTED.	Desirable	No	Application form/ Interview process

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Personal Skills and Ability	Able to work productively within a team environment and with minimal supervision.	Essential	No	Interview process
	Able to work deadlines, dealing with competing demands and to prioritise own work programme.	Essential	No	Application form/ Interview process
	Able to communicate effectively (both written and verbal) with a variety of people internal and external to the organisation.	Essential	No	Application form/ Interview process
	Able to take an innovative and proactive approach to opportunities, issues and problems.	Essential	No	Interview process
	Effective administrative and organisational skills along with an attention to detail.	Essential	Yes	Application form/ Interview process
	Computer literate with a practical experience of using MS Word, Excel and an ability to use other packages such as Lotus Notes.	Essential	Yes	Application form/ Interview process
Miscellaneous	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A flexible approach and ability to work out of office hours including occasional evenings and weekends	Essential	No	Interview process
	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities	Essential	No	Interview process
	Full UK driving licence, use of own vehicle for business purposes and willingness to travel as required	Essential	Yes	Application Form

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