

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Youth Coach

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)						
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate	
Education & Qualifications	1	Good standard of education to NVQ level III	E	*						
	2	Youth Work or Information, Advice & Guidance or Employment Related Services at Level 3 or above	E	*						
	3	A recognised training qualification to support delivery to young people and young adults learners	D	*						
Experience	1	Proven experience of engaging, coaching and supporting Young People and Young Adults who are NEET to progress.	E	*	*	*				
	2	Experience of engaging partners and partnership working to provide solutions for progression for Young People and Young Adults	E	*	*					
	3	Experience of successfully matching jobseekers to local labour market opportunities.	D	*	*					
	4	Marketing, communications and presentation work	D	*	*	*				

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	5	Working to and meeting Youth/Employment industry and internal service level standards	E	*	*				
	6	Proven experience of using customer tracking systems to accurately record information and generate reports to meet specified deadlines	E	*	*				
	7	Experience of successfully achieving programme performance targets	E	*	*				
Knowledge	1	Experience of using software packages in particular Microsoft Word, Excel, PowerPoint	E	*	*				
	2	An excellent understanding of what opportunities for education employment or training exist in an area for Young People and Young Adults	D	*	*				
	3	Understanding and knowledge of of safeguarding practices and reporting	E	*	*	*			
	4	Understanding of basic skills issues	E	*	*				
Personal Skills	1	Ability to work effectively as a member of a team within a complex, changing and challenging environment	E	*	*				
	2	Excellent communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels	E	*	*				
	3	Ability to work on own initiative, taking responsibility for achievement of identified programme targets	E	*	*				

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	4	Ability to maintain confidentiality at all times	E	*	*				
	5	Young Person focus - understanding of own role and its relationship to the customer, both internal and external, continuously focusing on seeking to exceed young person's expectations.	E	*	*				
	6	Professional, tactful and patient approach	E	*	*				
	7	Ability to achieve targets and deadlines whilst still maintaining quality	E	*	*				

Additional Requirements	1	Prepared to undertake work outside of hours	E	*	*				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	Full Driving Licence	E	*					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	*	*				