

## **JOB DESCRIPTION**

JOB TITLE:	Lead Employability Coach (Restart Scheme)
SALARY:	£28,233.00 per annum
REPORTS TO:	Employment Delivery Manager
RESPONSIBLE FOR:	Employability Coaches
LOCATION:	Birmingham and Coventry

### **Main purpose of the role**

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

Supporting staff in driving performance and outcomes. This will also include regular staff reviews to monitor and review performance. To work closely with the delivery manager and dealing with an performance concerns.

To produce performance and project reports in line with the requirements of the Delivery manager and the contract.

The postholder will be responsible for ensuring referrals are received in line with contractual agreements. Working with customer to develop and progress into employment and maintain sustainable employment to enable Groundwork West Midlands (GWMM) to meet contractual performance levels.

To line manage staff and/or volunteers in the centre and remotely working, to ensure quality delivery of the project, professional development of staff and performance improvement. 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.

### **Key responsibilities, duties and 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 delivery manager; act as a point of contact between managers and site staff;
3. Effectively manage local resources;
4. Support the Programme delivery manager with recruitment for project and sites.
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 GWMM 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.
8. Monitor, review and document progress with customers and other interested parties on an ongoing basis;
9. Where necessary, prepare appropriate session plans and learning materials to make them available for monitoring or lesson observation visits
10. Source and generate employment and work placement opportunities for GWWM customers by contacting employers directly to promote our services;
11. 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;
12. Support customers and their employers to ensure sustainability of employment through effective communication, monitoring of progress and problem resolution;
13. 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;
14. Undertake health & safety assessments of placements as necessary ensuring all legal obligations are met
15. 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;

### **People Management and Development**

1. To line manage and support the team, ensuring staff have appropriate accreditation and support as needed;
2. Monitor performance and give regular feedback to all employees in the team, and assist with recruitment and induction.

### **Other responsibilities**

1. Able to work flexibly; evenings and weekends as required.
2. Undertake training and development deemed necessary for the pursuance of the post.
3. Comply with all relevant Groundwork WM Policies
4. Undertake all other reasonable tasks as requested in line with the job and trust objectives.

Note: The Company reserves the right to alter the content of this job description to reflect the changes to the job, without altering the general character or level of responsibility

## **Person Specification**

Note to Applicant: When submitting your CV, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified below as a requirement for the post

<b>Factor</b>	<b>Criteria</b>
Qualifications	Must hold: Level 3 IAG (or equivalent) Level 3 Management qualification. (or equivalent) Hold a full UK driving licence with own car and business insurance.
Experience	Proven work experience with a range of unemployed people (which can include voluntary or paid work) in a payment by results targeted environment.
	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.
	Experience of cold calling/unplanned site visits to employers to promote the services we offer. Experience of managing a team and driving performance.
	Proven experience of developing productive relationships with partners i.e. job centre plus, employers and funding bodies. Experience of designing, developing and delivery of training sessions for clients of employment programmes.
Knowledge	Knowledge of labour market and skills gaps issues as well as the barriers facing non-working individuals.
Personal skills & Abilities	Effective administrative and organisational skills along with an attention to detail. A positive and professional attitude with a solutions focussed outlook.
	Computer literate with a practical experience of using MS Word, Excel and an ability to use other packages such as Lotus Notes.
Other	Full UK driving licence, use of own vehicle for business purposes and willingness to travel as required