

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB TITLE: Key Worker

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by... mark as appropriate)						
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate	
General	1	Good standard of education to GCSE A-C equivalent, particularly in English and Mathematics	E	X						X
	2	Information, Advice & Guidance or Employment Related Services Level 3 or above	D	X						X
	3	A recognised training qualification to support delivery to participants	D	X						
Experience	1	Experience of successfully working with jobseekers and employers in an employment/ support programme setting	D	X	X					
	2	Working with a variety of partners to provide tailor made solutions to meet participant requirements	D	X	X					
	3	Marketing, communications, external liaison and presentation work	D	X	X					
	4	Experience of working to and meeting industry and internal service level standards	E	X	X					
	5	Successful employer engagement	D	X	X					
	6	Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint and bespoke Customer Tracking Systems, Teams or other online meeting platforms	E	X	X					
Knowledge	1	Health & Safety and Equal Opportunities legislation and practices	E	X	X					
	2	A sound understanding of the employability agenda	D	X	X					

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Knowledge	3	Knowledge of Allerdale & Copeland area and local voluntary & 3rd sector support services	D	X	X				
	4	Specialist knowledge of challenges faced by people who are long term Unemployed or Economically Inactive	D	X	X				
Personal Skills	1	Ability to work effectively as a member of a team within a complex, changing and challenging environment	E	X	X				
	2	Ability to work on own initiative, taking responsibility for achievement of identified programme targets maintaining and always maintaining quality standards	E	X	X				
	3	Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels	E	X	X				
	4	Ability to innovate and inspire participants with a patient and tactful approach to achieve positive outcomes	E	X	X				
	5	Ability to engage and develop positive, trusting relationships with participants	E	X	X				
	6	Ability to maintain confidentiality as required and remain compliant with GDPR	E	X	X				
Additional Requirements	1	Prepared to undertake occasional work out of hours	E		X				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	3	Full Driving Licence	E	X					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				