

## **JOB DESCRIPTION**



<b>JOB TITLE:</b>	People and skills Key Worker – fixed term until March 2026
<b>REPORTS TO:</b>	Project Co-ordinator and Head of Employment
<b>SALARY:</b>	£27,231p.a
<b>LOCATION:</b>	Sandwell (with travel to surrounding areas, travel expenses reimbursed).

### **JOB SUMMARY**

To support with the recruitment and sign up of economically inactive individuals to the Sandwell UKSP project.

The postholder will be responsible for working with external organisations and complete eligibility paperwork for us to support customers that require support with education, training or employment.

You would promote the project and the experience of Groundwork. You would work closely with existing staff to secure customers onto the programme.

Establish and maintain excellent working relationships with job centres, support services and general community organisations.

### **KEY TASKS**

1. Work in a target driven environment and manage time effectively to meet targets;
2. 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.
3. Achieve the number of starts needed each month on programme.
4. Achieve relevant outputs and outcomes and all KPI's
5. Responsible for completing start up paperwork and deal with all eligibility criteria to meet the programme needs.
6. Dealing with any customer identification needs to prove programme eligibility.
7. Monitor, review and document progress with customers and other interested parties on an ongoing basis;
8. Generate employment/work placement opportunities and education opportunities for GWWM customers by contacting employers and organisations directly to promote our services.
9. 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;
10. 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;

11. Maintain up to date knowledge on the local labour market, skills gaps and educational opportunities utilising this knowledge to identify sector-specific routeways to meet employers' needs;
12. Ensure accurate and timely completion of all paperwork and reports in line with funders and partners requirements;
13. Ensure recruitment and employment is undertaken within an appropriate equal opportunities framework;

### **Personal development and training**

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

### **Additional responsibilities**

1. Undertake training and development deemed necessary for the pursuance of the post.
2. Comply with the Equal Opportunities Policy and Procedure in all employment practices.
3. Meet the travel requirements required for the role.
4. Ensure that Health and Safety is observed in the course of employment.
5. Undertake other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
6. 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).

<b>Factor</b>	<b>Criteria</b>	<b>Ranking</b>	<b>Shortlist Criteria (Yes or No)</b>	<b>Selection method used to evidence criteria</b>
Qualifications	Hold or be prepared to achieve Level 3 IAG.	Desirable	<b>No</b>	Application form/ Interview
Experience	Excellent communication skills – liaising on a professional level with job centres and external organisations. Work experience with a range of unemployed young people and /or adults (which can include voluntary or paid work) in a targeted environment.	Desirable	<b>No</b>	Application form/ Interview
Experience	Experience or knowledge of delivering employment projects with young and adults, especially those living in disadvantaged areas and with additional support needs (e.g. Economically inactive, Lone parents, NEETs) and ensuring they secure sustainable employment	Desirable	<b>No</b>	Application form/ Selection process/ pre-employment check
	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.	Desirable	No	Application form/ Interview process
	Experience of cold calling/unplanned site visits to employers to promote the services we offer	Desirable	<b>No</b>	Application form/ Interview process
	Experience of undertaking research in order to monitor and evaluate the success of programmes.	Desirable	No	Interview process
Experience	Proven experience of developing productive relationships with partners i.e. job centre plus, employers, educational institutions and funding bodies.	Desirable	<b>No</b>	Application form/ Interview process
	Experience of designing, developing and delivery of training sessions for clients of employment programmes	Desirable	<b>No</b>	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 of the welfare benefits system	Desirable	No	Application form/ Interview process
	.Experience of dealing with complex customer barriers. Mentoring, Signposting with the objective of barrier removal/reduction to move closer to the labour market.	Desirable	No	Application form/ Interview process

<b>Knowledge</b>	Knowledge of funded programmes, DWP, ESF, Big Lottery, UKSPF	Desirable	<b>No</b>	Application form/ Interview process
	Knowledge of labour market.	Desirable	<b>No</b>	Application form/ Interview process
	Knowledge of quality systems such as Matrix, OFSTED	Desirable	No	Application form/ Interview process
<b>Personal skills &amp; Ability</b>	Able to work productively within a team environment and with minimal supervision.	Essential	No	Interview process
	Able to work to deadlines, dealing with competing demands and to prioritise own work load.	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	<b>Yes</b>	Application form/ Interview process
	Computer literate with a practical experience of using MS Outlook, Word, Excel and an ability to use other packages.	Essential	<b>Yes</b>	Application form/ Interview process
<b>Miscellaneous</b>	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	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

**An Enhanced DBS Check will be require prior to commencement in post.**