

Grading

Job Description and Employee Specification

<u>Job title:</u> Employment Officer	<u>Service area:</u> Governance and Communities
<u>Post number:</u>	<u>Division:</u> Communities
<u>Grade:</u> 6	<u>Section/team:</u> Action Station
<u>Overall purpose of job:</u> <p>To provide effective day to day delivery of project models and activities, ensuring participants are safe and well advised.</p> <p>To meet the targets, outputs and outcomes laid down by the funders and to complete the necessary administration, including returns to funders to comply with the contract.</p>	
<p>Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.</p>	
<u>Main responsibilities:</u> <ol style="list-style-type: none"> 1. To support a caseload of unemployed and economically inactive adults to develop job-related skills and secure and sustain employment through a mixture of enabling face to face and online interventions. 2. Receive referrals from local partners and complete GDPR, enrolment and initial assessment procedures. 3. Actively manage a case-load of clients and develop individual learning and action plans with each. 4. Provide 1 to 1 coaching, mentoring, advice and guidance to support for each client to enable them to achieve their programme of learning and successful transition into sustainable work. 5. Plan and deliver formal and informal training sessions and courses to develop skills, confidence and improve mental health and well-being to assist participants to secure sustained employment. 6. Maintain and develop own resources for delivering workshops, courses and activities Training sessions may be delivered through face-to-face, group, or digital sessions. 7. Complete all necessary monitoring, assessment, action planning and review processes as required. 8. Maintain accurate, comprehensive and current records for the client caseload via a management information system. This will include progression towards outcomes and post-provision tracking. 	

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9. Provide appropriate in-work support.
10. Build and maintain an appropriate knowledge of the skills needs of employers and contribute to monitoring any changes within the labour market.
11. Complete required documentation by timely data inputting to provide reports and returns in line with minimum service standards to remain compliant with audit and inspection processes to ensure quality standards and continuation of funding.
12. Ensure work is carried out to meet set funding targets, outputs and outcomes
13. Promote the service to external agencies and other stakeholders to increase their awareness
14. Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required

Knowledge, skills and experience:

- Experience of working with participants from a range of ages and abilities, where there is also potential for clients to present with major barriers or complex needs
- Experience of building effective relationships with a range of stakeholders to facilitate excellent support networks for individuals
- Experience of using evaluation techniques with the ability to demonstrate the use of assessment resources
- Extensive knowledge including up to date information on the local labour market and relevant skills development, current vacancies, and future employment trends, which will inform training within current funding streams
- Ability to plan and deliver challenging workshops, courses and activities in line with project needs
- Ability to carry out benefits calculations and support with personal budgeting
- Ability to engage and progress participants into work, training, education, or life choices
- Ability to competently analyse data, summarise findings and write action plans
- Good IT skills including use of Microsoft Office
- Ability to present ideas clearly and concisely, with content and style appropriate to the audience
- Ability to motivate individuals to perform well and build confidence
- Ability to carry out research to support participant outcomes
- Ability to display tact and diplomacy when dealing with clients
- Ability to demonstrate understanding of GDPR in relation to this role

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- Demonstrate an understanding of safeguarding when supporting members of the community who can be vulnerable

Creativity and innovation:

- Formulating standards within the service area in respect of GDPR, Safeguarding, British Values and Prevent legislation.
- Creating and developing ways to embrace and engage with participants who meet the programme criteria including multi-media and social networking
- Providing solutions to problems that occur in the day-to-day analysis of programme requirements. The ability to produce fast and effective solutions has a significant impact on the efficiency and impact of the individual receiving the service.
- Achieving consensus and identifying solutions in meetings where there are conflicting priorities and requirements.
- Summarising data and reporting in a manner appropriate for the audience. Producing suitable reports for management to use in determining the future work of the programme.
- Being proactive to changes in Government and local council, other stakeholders and Council policies/strategies especially the increase of the number of positive outcomes for those participating in the programme.
- Research information in a range of formats, including the Internet, and present findings clearly to clients
- Use context available from project manager, other team members, National Career's Advice and other IAG providers who the project already networks with to ensure the progression of clients
- Assess the learning and support needs of participants to plan their future learning and work plans.
- Continually develop, implement, and review client action plans to identify realistic job goals; to monitor and evidence progress against pre-employment and post-employment actions plans through regular reviews.

Contacts and relationships:

- ◆ Participants and those referred to the programme to determine and deliver the support required- daily
- ◆ Members of the public – those unemployed or not in education to deal with general enquiries - daily
- ◆ Business Community: local employers to organise work placements and volunteering - monthly
- ◆ Support Agencies to signpost clients to ensure the pathway and support offered is completed - daily
- ◆ Internal Colleagues and Staff general enquiries, advice and share good practice – daily
- ◆ Training Providers: North Lindsey College, NLAECCL, ONGO training, John Leggott, UTC and other training providers for referrals – whenever required
- ◆ DWP to build relations with the staff to support clients – weekly
- ◆ Health and Well-being organisations both internal and external to refer and ensure clients are continuing along their support route – whenever required

The post holder represents the support issues and has a sensitive role in seeking to achieve the optimum outcome in relation to the community of North Lincolnshire. Enquiries and contacts will be ongoing. Some matters might be contentious requiring support. However, these matters will be carried out within operational guidelines.

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Decision making:

The nature of some participants can be complex and some participants will have complex needs; the postholder will need to decide where to signpost the client to receive the appropriate support.

The postholder will need to manage the expectations of participants, which are often unrealistic and will need to decide what advice is appropriate for the individual to achieve a more realistic outcome.

All advice offered has to be in the best interest for the client, the programme, the Local Authority and the Funding Body.

Decide what realistic goals need to be written into action plans for clients, which need to comply with the requirements of the funding contract.

Manage own case workload to ensure deadlines and targets are met.

All advice and decisions can impact on the client's employment, wellbeing and their day-to-day choices.

Responsibility for resources:

Financial resources:

Laptop, mobile – £1,000

80% outreach and 20% agile working

WORK ENVIRONMENT

Work demands:

- Work will be subject to changing demands and priorities due to the context of work and emerging resettlement and labour market intelligence
- Requests for impromptu advice on several areas relating to Labour Market Information.
- Interruptions from staff on a regular basis, either personal visits or telephone calls, over a range of issues
- Conflicting priorities between different tasks

Physical demands:

Will be required to travel across North Lincolnshire in a timely manner. Minimum amount of lifting when taking laptops and resources to outreach facilities.

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Working conditions:

Agile working is expected in this role.

Will be expected to work at venues across North Lincolnshire and be flexible to work evenings and the occasional weekend.

In office 20% and out at other venues 80%

Work context:

Responsible for own health and safety in and around the workplace within the guidelines set by North Lincolnshire Council.

The job involves some risk to personal safety when supporting clients on contentious matters.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

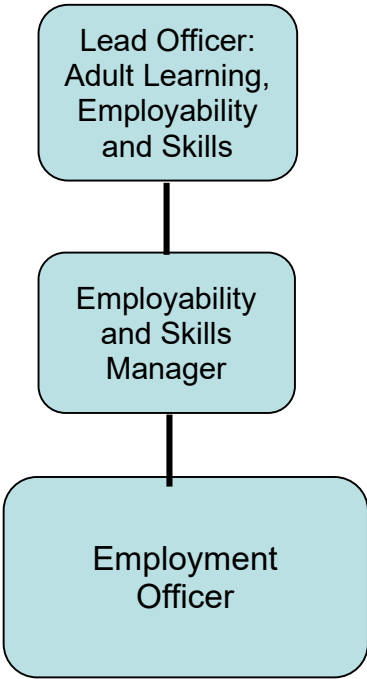
Are posts in more than one location? Yes ☐ No ☒

Is this at the same site? Are the posts managed highly mobile? No

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☒

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



Job Description Version Control	
Date evaluated	October 2024
Date updated	October 2024
Updated by (manager name)	Sarah Johnson
Checked by (HR name)	Diane Fish

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> • Experience of working with participants from a range of ages and abilities, where there is also potential for clients to present with major barriers or complex needs • Experience of building effective relationships with a range of stakeholders to facilitate excellent support networks for individuals • Experience of using evaluation techniques with the ability to demonstrate the use of assessment resources • Extensive knowledge including up to date information on the local employment market and relating skills development, current vacancies, and future employment trends, which will inform training within current funding streams • Ability to competently analyse data, summarise findings and write action plans 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> • Ability to plan and deliver challenging workshops, courses and activities in line with project needs • Ability to carry out benefits calculations and support with personal budgeting • Ability to engage and progress participants into work, training, education, or life choices • Good IT and English skills including use of Microsoft Office products • Ability to present ideas clearly and concisely, with content and style appropriate to the audience • Ability to motivate individuals to perform well and build confidence • Ability to carry out research to support participant outcomes • Ability to display tact and diplomacy when dealing with clients • Ability to demonstrate understanding of GDPR in relation to this role • Demonstrate an understanding of safeguarding when supporting members of the community who can be vulnerable 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> • Maths and English GCSE qualifications at grade 4/C or equivalent 	
Working Arrangements	Interview
<ul style="list-style-type: none"> • Flexibility required for some evening working. 	

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- Flexibility required for some weekend working.
- Ability to transport self around North Lincolnshire area in a timely manner.

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> To hold a qualification in Safeguarding or Prevent or have undertaken any previous training in these subjects 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> 	
Working Arrangements	Interview
<ul style="list-style-type: none"> 	

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☒No ☐

Political restriction

Yes ☐No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☒No ☐

Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021