

## Job Description

**Job Title: Restart Vacancy Co-Ordinator**

**Reports to: Delivery Manager or Head of Service**

**Grade Band: E**

**Location: Birmingham City Centre (Role is Office Based)**

### Purpose

As a Restart Vacancy Co-Ordinator you will be providing support to the Employer Engagement Team and the Employment Consultant team across the Birmingham City Centre Hub. The role will be to identify, encourage and prepare participants to apply and interview for employment vacancies, referring participants to job opportunities generated by the Employer Engagement Team, following up and gathering feedback from employers and overall maximizing all job opportunities on offer to participants in the labour market.

The role holder will be expected to work closely with our Operational Teams, Employment Consultant and Employer Engagement team to identify and refer suitable participants to vacancies and Sector Routeways. They would also identify and support participants to apply for and generate vacancies available in the local area. The role holder will be required to build strong relationships with the Employer Engagement Teams to understand their sourced job vacancies and subsequently identify appropriate intervention for our participants to be referred to whilst applying for roles. The role may also involve re-building participant confidence and self-efficacy following a period on unemployment.

The role is a targeted role to ensure that participants are effectively supported to progressing and moving into good employment opportunities and a high confidence and ability around sales both internally and externally is required.

## Main Duties and Responsibilities

1. Work with Employment Consultants to identify suitable participants to refer to Employer Engagement vacancies.
2. Identify bulk vacancies available in the local area (in addition to those held by Employer Engagement team).
3. Achieve monthly conversion targets and KPIs including job starts, interviews arranged from submissions and number of suitable referrals to job vacancies with the Employer Engagement Team .
4. Maintain participant records in line with contract and funding requirement that support the efficient and quality referral to job vacancies.
5. Effectively prepare participant through support including 12 mock interviews, CV development and screening information sessions.
6. Sifting and shortlisting applications, scheduling interviews and assisting with preparing interview packs.
7. Gathering feedback about interviews from employers and participants including updating the relevant teams and individuals of that feedback.
8. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.
9. Ensure regular and effective communication with Participants, Employment Consultants, Employer Engagement and recorded for the efficacy and duration of the programme.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b> <b>Job Title: Restart Vacancy Co-Ordinator</b> (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"><li>• Minimum of GCSEs grade 4 in English and Maths or equivalent. (E)</li><li>• Information, Advice and Guidance qualification or equivalent. (D)</li></ul>

## Experience

- Experience in recruitment or excellent administrative/coordination skills (E)
- Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (D)
- Experience in action planning to manage the progression of others (E)
- Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities. (D)
- Ability to identify individual participant's motivators to enable them to take ownership of their goals and actions. (E)
- Experience of providing one to one support or coaching and positively influencing other people's professional or personal development. (D)
- Strong track record in achieving individual and team performance targets. (E)
- An understanding of the local and regional labour market and employment issues within one or more sectors or industries (E)
- A practical understanding of recruitment and selection processes within one or more sectors or industries (E)
- Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. (D)
- Ability to problem solve and respond appropriately to a variety of situations. (E)
- Ability to manage, support and review a caseload to achieve targets and participant progression. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E)
- Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. (E)
- Good administration, IT and organisational skills with good experience of using MS office software. (E)
- Solutions focused with ability to work under pressure (E)
- Ability to work on own initiative and as part of a team. (E)

**Skills and Attributes**

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively (E)
- Demonstrable experience of providing excellent customer service skills (E)
- Understanding of our client group and the barriers our clients may face (E)
- Understanding of data protection and information security (E)
- Results driven and take pride in the success of others progress.(E)

**Personal qualities, communicating and relating to others**

- Excellent interpersonal and communication skills (E)
- Good at building relationships with both internal and external stakeholders(E)
- Ability to use initiative when required and take a problem solving approach to work tasks(E)
- Ability to work well as part of a team and independently when required (E)

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at a Basic level (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)