

**Job Title:** Apprentice Support Manager

**Salary Range:** £20,073

**Reports to:** Area Manager

**Location:** Central Hub – Leicester/Birmingham  
Home Counties Hub – Norwich  
West London Hub - Acton

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

As an apprentice Support Manager, the post holder will be developed to support colleagues and participants and gain the Certificate in Employment Related Services. We are looking for someone seeking to develop a career in employer engagement, sales and recruitment within Welfare to Work.

### **Are you right for the job?**

- Do you have the ability and passion to turn around the lives of people through engagement and inclusion?
- Do you have the desire to achieve positive outcomes and targets in a fast paced environment?
- Are you a confident relationship builder with the ability to communicate with participants and with stakeholders at all levels of authority?

- Are you prepared to travel regularly to support participants and effectively manage your diary to achieve this?
- Do you motivate people, work well in a team and stay focused under pressure?

**With development and training you will learn to:**

- Build and maintain professional relationships with participants assisting them into sustainable employment
- Understand the local labour market, work with employers to understand their workforce development needs and identify labour market trends in your region
- Tailor your approach to engage with a range of local employers from different sector and of different sizes and structures
- Identify and create opportunities with employers that match the needs of our programme participant
- Have the ability and passion to persuade employers to give employment and development opportunities to disabled people and those facing disadvantage in the labour market
- Promote the benefits of inclusive employment practices to employers across your region. Encouraging them to join our employer pledge scheme and gain recognition as a Disability Confident employer.
- Set up and run employer engagement activities across your region.

Ultimately the aim is that in one year you will develop the skills and knowledge required of an Inclusive Employment Consultant.

## **Main Duties and Responsibilities**

- 1.** With support, engage participants referred to the Work and Health programme, assessing their support and development needs and working with them to co-produce an action plan into sustainable employment.
- 2.** Work with partners to contribute to and influence the development of the participant's action plan.
- 3.** Motivate participants while helping to facilitate their journey into sustainable employment, based on their co-produced action plan.
- 4.** Participate in regular case conferences with partner organisations, support services, employers and/or other team members to ensure every participant's journey is smooth and consistent.
- 5.** Help to coordinate a varied timetable of activities, including one to one meetings, group sessions, outreach appointments, employer and stakeholder engagement, whilst developing own employability sector skills
- 6.** Build and maintain strong relationships with employers to identify vacancies and where required tailor these to participants strengths and needs.
- 7.** Build and maintain relationships with existing services within the community that will support participants in achieving their employability and wellbeing goals, including voluntary opportunities, benefits advice, counselling, housing support, training, health services and leisure activities.
- 8.** Work with volunteers to provide participants with additional support to access community provision, thereby creating a 'circle of support'.
- 9.** Support and encourage participants to spend the Time Credits they have earned to improve their health and wellbeing.
- 10.** Assist in the development of new activities relevant to Time Credits.
- 11.** Maintain effective and efficient administrative procedures producing appropriate records and reports, including the updating of participant details on the relevant case management system.
- 12.** Ensure safe working practices are maintained as set out within Shaw Trust's policies/procedures as well as operating within service guidelines when participants require crisis support.
- 13.** Develop an up-to-date working knowledge of the local labour market, training opportunities and relevant support agencies particularly health and wellbeing service providers
- 14.** Develop an up to date knowledge of the benefit system and entitlements.

- 15.** Ensure achievement against service delivery KPIs, targets and outcomes.
- 16.** Provide a quality service which meets contractual requirements
- 17.** Encourage client feedback and user involvement as directed.
- 18.** Undertake in-work support activities to ensure an individual is able to maintain their employment and wellbeing, and identify any risk to achieving this.

## **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 an Equality and Diversity 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.

**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 .**

## Person Specification

Job Title: **Apprentice Support Manager**

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Minimum of five GCSEs level A – C including English &amp; Maths <b>(E)</b></li><li>• Able to work towards and achieve the Level 3 qualification in Employment Related Services <b>(E)</b></li></ul>
<b>Skills and Attributes</b> <ul style="list-style-type: none"><li>• Computer literate with a working knowledge experience of Outlook, Word and Excel <b>(E)</b></li><li>• Excellent organisational skills <b>(E)</b></li></ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"><li>• Confident, enthusiastic and motivated individual <b>(E)</b></li><li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results , including regular travel and outreach working <b>(E)</b></li><li>• Excellent communication and influencing skills (written and verbal) <b>(E)</b></li><li>• An interest in working in a Welfare to Work environment <b>(D)</b></li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Experience within the employment, training or skills sectors <b>(D)</b></li><li>• Lived experience of local community and participant groups – reflecting demographics <b>(D)</b></li></ul>
<b>Safeguarding</b> <ul style="list-style-type: none"><li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• This post requires a DBS disclosure at a Basic Level <b>(E)</b></li></ul>
<b>Other</b> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li></ul>

