

## Job Description

<b>Job Title:</b>	Virtual Employment Consultant
<b>Reports to:</b>	Customer Support Team Leader
<b>Salary Band:</b>	E
<b>Location:</b>	Central and West London/ South and East London / Home Counties

### Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Virtual Employment Consultant will work remotely, and actively manage a caseload of participants who require rapid response support whilst they are in employment, or if they have recently left work, with the aim of supporting them to remain in work or return to work.

### Main Duties and Responsibilities

1. Engage, empower, and motivate participants to achieve their goals and to progress into employment.
2. Keep in regular contact with participants, to provide advice, guidance, coaching and encouragement, and to review progress against set actions.
3. Coordinate and manage a caseload of participants, ensuring regular contact is maintained to review participant progression against set actions.
4. Conduct targeted job search activities, based on the skill set and goals of the participants, including engaging with local employers
5. Signpost and refer participants to partner organisations for them to receive help and support to overcome barriers to employment.
6. Work effectively to meet targets and objectives.
7. Maintain accurate and timely records in line with contractual and funding requirements.
8. Share best practice with colleagues.
9. Producing appropriate documents, records, and reports to a high standard.

### 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 or 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><b>Person Specification</b>  <b>Job Title: Employment Consultant (Restart)</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>• Hold (or ability to achieve) Information, Advice and Guidance qualification or equivalent. (E)</li> <li>• Minimum of GCSEs grade 4 in English and Maths or equivalent. (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Strong track record in achieving individual and team performance targets. (E)</li> <li>• Experience of working in a fast-paced role. (D)</li> <li>• Experience in using motivational and action planning techniques to manage the progression of participants to meet their goals. (D)</li> <li>• Experience of providing one-to-one support, guidance or coaching and positively influencing other people’s professional or personal development. (E)</li> <li>• Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (D)</li> <li>• Experience of working remotely and providing services remotely. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to engage with external stakeholders (e.g., employers). (E)</li> <li>• Ability to adapt communication approach and use different techniques to build trust and rapport with participants in order to identify goals and barriers. (E)</li> <li>• Good organisation and administration skills. (E)</li> <li>• Good level of IT literacy with experience in using MS office software. (E)</li> <li>• Ability to manage, support and review a caseload to achieve targets and participant progression. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Solutions focused with ability to work under pressure (E)</li> <li>• Ability to work on own initiative and as part of a team. (E)</li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E)</li> </ul>
<p><b>Safeguarding</b></p> <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. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a (Basic) level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>