

Job Title: Employment and Progressions Officer

Reporting to: National Operations Manager

Role Overview:

- Responsible for establishing excellent customer relationships with both the learner and employer ensuring total customer satisfaction and repeat business
- Identifying and securing work placement opportunities for learners undertaking the traineeship programme
- Identifying and co-ordinating work placements with opportunities for progression into apprenticeship
- Working with a wide range of referral agencies to ensure learners are sourced, supported and able to access the courses available and progress into employment, further education or apprenticeships
- Providing delivery support to the traineeship tutor to ensure success of the traineeship programme

Principle Accountabilities:

- To work with engagement staff and ensure courses are fully occupied
- To assist in the distribution of relevant documentation to providers concerning work placement
- To source and organise work placements and risk assessments and support learners in the work placement process
- To carry out Health & Safety assessments of work placement settings, and to be aware of the issues surrounding Health & Safety/Safeguarding within the work place environment
- To ensure that all placements maintain compliance with Health, Safety and Equality legislative requirements
- Complete workplace monitoring on an ongoing basis and ensure repeat vetting's are completed timely
- To ensure that all learners and employers receive a thorough induction presented with all relevant information in line with current policies, procedures and practices
- To ensure all learners have an Induction and training plan in the work placement
- To organise and attend placement visits to monitor the progress of learners, and deal effectively with any issues/concerns that arise and update individual learning plan
- To complete work place observations of support and IAG in line with the company OTLA policy and provide feedback to learner and employer and share findings to classroom tutor to update portfolios
- To work alongside classroom tutors on the progress of learners in the workplace and provide effective support in driving successful completions
- To gather employer feedback at the start, middle and end of programme participation using company standard approach
- To attend appropriate meetings when necessary
- Willing to undertake training where appropriate

- Any other duties as required by your line manager, commensurate with the grade of the post
- Maintain contact with learners that have positive outcomes during tracking period and monitor progress of outcome
- Maintain contact with learners without positive outcomes and support them to achieve desired destination during the tracking period
- Provide effective and impartial IAG throughout the learner journey and ensure all records are maintained in line with GDPR
- To work to set KPIs in line with all performance management procedures

GENERAL RESPONSIBILITIES:

- Ensure that you work to the IXION Group's vision, values, objectives and priorities and are strongly committed to them
- Understand and adhere to all responsibilities to ensure that the quality requirements of IXION's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all IXION processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring/maintaining any individual qualifications required for the role.
- Work flexibly in the field and across offices, as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Core Competencies

All IXION employees are required to demonstrate a number of core competencies

- Self-management – manage workload effectively



- Relationship management – develop and maintain productive relationships with your team, management, clients, partners, sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs

Attitudes & Behaviours

- Represent IXION in a professional manner on all occasions
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally

Experience and Qualifications required

Essential:

- Proven track record of placing NEET customers into work placement, apprenticeships and employment
 - Knowledge of barriers that can affect unemployed people's progression into work
 - Ability to encourage and motivate
 - Experience of providing and managing information, advice & guidance services to
- Up to date knowledge of issues facing the unemployed
- Good understanding of the local labour market and employment issues
- Experience of processes and functions in an account management, or case management and relationship building environment
- Experience of working in a target driven environment
- Ability to problem solve and adapt and respond to various situations
- Flexible approach to the demands of the role and to achieve the required results
- Good communication, presentation, organisational and interpersonal skills
- Good IT knowledge or the willingness to develop and undergo any necessary training
- Willingness to travel within the identified area as well as to attend training events
- Previous experience of providing employment-related training

Desirable

- To hold L3 award in education and training (or equivalent)
- Strong process and KPI achievement skills, to time and budget
- Information, Advice & Guidance Level 3 Diploma or equivalent
- To hold own functional skills up to L2
- Full UK driving licence and vehicle



IXION is committed to safeguarding and promoting the welfare of all learners/ customers and expects staff to share this commitment.

All Roles will require a satisfactory DBS Disclosure check due to the nature of the work to be undertaken.