

Job Description

Job Title:	Job Broker – The Change Project
Reports to:	Customer Journey Team Leader -The Change Project
Grade Band:	E
Location:	As contract of employment

Purpose

The role requires an engaging, empathetic and motivating individual, with the ability to achieve day-to-day KPI sales performance. The role holder will be expected to source local live vacancies as well as match participants to vacancies brought in from the broader Shaw Trust Account Management team.

The post holder will be expected to understand participant job goals and extract the benefits of suitable vacancies to ensure participants understand and are motivated by each opportunity.

This will be mainly delivered face to face but on occasion remotely via phone, video conference and other digital channels.

Main Duties and Responsibilities

This is a general description. The emphasis on duties may vary depending on the work location training, experience and support.

1. Use initiative to source local vacancies and engage participants with them
2. Build and maintain effective working relationships with The Change Project operational team
3. Working with The Change Project Customer Journey Manager to support delivering robust performance plans aligned to increasing participant job start conversion rates along while maintaining high levels of employer engagement.
4. Contact employers regularly to follow up on live vacancies and prospect for new opportunities
5. Contact participants regularly to follow up on matched vacancies and their progress.
6. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies
7. Maintain participant records in line with contract and funding requirements.
8. Re-building participant confidence and self-efficacy in the post-COVID landscape through supportive interaction and sign-posting to required activities and training.

9. Work with high volume employment opportunities including vacancies and job focused work placements to meet participant needs and aspirations
10. Maintain and record regular employer contact and create avenues for the timely sharing of information with colleagues to ensure all opportunities to engage further with the employer are acted upon.
11. Be a source of knowledge about how to engage and maximise employer relationships for the wider operations team.
12. Support the measurement of employer satisfaction and success by gathering feedback and contributing to continuous improvement.
13. Work with employers to secure work trials, guided tours, and twelve week work placements for young people

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.

Person Specification Job Title: Job Broker - The Change Project (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Holding or able to achieve NVQ Level 4 Sales and Marketing or Customer Service (or equivalent) (D) And: <ul style="list-style-type: none">• Prepared to undertake and meets the requirements for any additional qualifications
Experience of (all [E] unless indicated) <ul style="list-style-type: none">• Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (D)• Proven record of success in engaging participants on Programme. (E)• A strong track record of building and maintaining relationships. (D)• 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 and find appropriate vacancies to make the best match possible. (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)• Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. (D)• Recruitment and/or sales experience. (D)• Knowledge of current recruitment practice and corporate social responsibility. (E)• Knowledge of benefit system and employment programmes. (D)• Effective negotiation and persuasion skills. (E) ·

Skills and Attributes (all [E] unless indicated)

- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. (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)
- Able to quickly identify problems, think flexibly and resolve issues. (E)
- Solutions focused with ability to work under pressure (E)
- Ability to work on own initiative and as part of a team. (E)

Personal qualities, communicating and relating to others (all [E] unless indicated)

- Ability to work under pressure and meet contract KPIs
- Communicates well with individuals and groups using a variety of media (D)
- Demonstrate an understanding and active commitment to equality and diversity
- Commitment to continuous professional development
- Commitment to a strength rather than a deficit based model
- Proven ability to work with key stakeholders to ensure high performing, smooth running projects that complement and add value to existing provision
- Ability to build effective relationships with colleagues and external partners to create effective curriculum and activities programmes

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 an enhanced level (E)

Other

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