

## Job Description

**Job Title:** Employer Engagement Consultant

**Reports to:** Delivery Manager

**Job Level:** E

**Location:** Birmingham

### Purpose

Restart is a DWP provision delivered by Shaw Trust across Birmingham supporting people who are currently unemployed for 6 months plus to find suitable and sustained employment.

Shaw Trust is delivering Restart as part of Serco supply chain to provide a high level service provision for up to 12 months of specialist support, that includes personal development, breaking down barriers and offering a multitude of opportunities to move in to work.

The Employer Engagement Consultant is an important role for the success of Restart. You will use your commercial engagement, sales and recruitment skills, knowledge and experience to engage with local employers to generate vacancy opportunities through the hidden jobs market and secure interviews and job offers for our participants.

You will work closely with Employment Consultants within your multi-disciplinary team to understand participants needs and skills to then be able to generate opportunities with employers across the region. This role is a very sales and target orientated role to ensure we are generating the relevant amount of opportunity for the people we work with.

### Main Duties and Responsibilities

1. Develop strong relationships that create vacancy opportunities within the local labour market that support the contract to exceed performance expectations and the expectations of our stakeholders.
2. Take all opportunities to sell to employers the services available to them from the Shaw Trust Group and the benefits to their organisation.
3. Manage own time efficiently to allow appropriate commercial work that generates vacancy opportunity and interview conversion.

4. Work closely with Employment Consultants to identify participants' transferable skills to enable them to move into appropriate employment as quickly as possible.
5. Identify, engage, and account manage local employers to develop an understanding of their workforce development needs and how Shaw Trust can support them.
6. Deliver short group sessions or set up industry-specific events focused on generating interest and encouragement to effectively advertise and fill generated vacancies.
7. Be involved with attending local Job Fair events across the region and play a key role in arranging internal Job Fairs for the Restart contract.
8. Lead locally on the development and maintenance of effective relationships with employers, employer forums, and other key stakeholder groups, linking with operational staff across the Shaw Trust group as appropriate.

## 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></p> <p><b>Job Title: Employer Engagement Consultant</b></p> <p>(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 5 GCSEs (A to C) or equivalent qualifications (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience within the employment, training or skills sectors (D)</li> <li>• Proven experience of meeting and exceeding targets (E)</li> <li>• Experience of engaging and gaining commitment from employers, local authorities, health service providers and voluntary sector organisations. (E)</li> <li>• Experience of proactively selling services to businesses (E)</li> <li>• Experience of developing tailored service packages to businesses to meet their workforce development and recruitment needs. (D)</li> <li>• Lived experience of local community and participant groups – reflecting demographics (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Good Knowledge of the local labour market. (E)</li> <li>• Understanding of employer expectations and accessing career opportunities. (E)</li> <li>• An understanding of, and positive attitude towards: barriers faced by long term unemployed in the labour market. (E)</li> <li>• Knowledge of benefit system and employability programmes. (D)</li> <li>• Experience of working in a robust targeted environment (E)</li> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)</li> <li>• Demonstrable experience of providing excellent customer service skills. (E)</li> <li>• Understanding of our client group and the barriers our clients may face (E)</li> <li>• Understanding of data protection and information security (D)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Local community knowledge – knowing what provision and support services are available locally (D)</li> <li>• Proactive and solution focused to create employment opportunities (E)</li> <li>• Excellent organisational, interpersonal, communication and presentation skills. (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 basic level (E)</li> </ul>

## Other

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