

Job Description

Job Title:	External Engagement Officer
Reports to:	Natasha Church Head of Service
Salary:	£26,00.00 -28k PA
Location:	Stoke on Trent and Staffordshire
Purpose :	To support the achievement of results and join up wider activity across the business

Main Duties and Responsibilities

1. Leading and Co-ordinating engagement of the project-wide stakeholders, employers and voluntary, community or social enterprises (VCSEs).
2. Strategic development of work placement and volunteering opportunities including work trials including sourcing and securing ring fenced opportunities.
3. Engaging employers at a strategic level and regional level to securing job opportunities, work experience and volunteering opportunities.
4. Support the business securing apprenticeship and traineeship opportunities linked to the local labour market.
5. Undertake outreach to support partners performance, run roadshows, campaigns and pop-up information events. Ensure referrals are suitable for the programme and they placed with a delivery partner who can best support their needs.
6. Work with delivery partners and stakeholders to establish a community forum
7. Implement a contract-specific employer engagement strategy to join up wider activity within the contract and within Shaw Trust.

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.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Process and target driven with proven experience in achieving or exceeding results within a quality framework against targets. (E) • To be solution focussed and proactive in the engagement of prospective employers, stakeholders, and other organisations. (E) • To create opportunities and account manage effectively. (E) • Demonstrate sales experience/knowledge of working successfully with prospective employers, stakeholders, and other organisations. (E) • To competently use ICT across a range of Microsoft applications to produce documents, spreadsheets, publicity materials and other relevant documentation as required. (E) • Ability to set and work to SMART targets. (E)
<p>Experience</p> <ul style="list-style-type: none"> • Proven track record of consultative sales experiences preferably in the Welfare to Work sector and/or within the Stoke on Trent and Staffordshire area. (E) • Ability to influence and capitalise on all opportunities. (E) • Proven ability to deliver bespoke presentations and pitches. (E) • Good interpersonal skills, including working with partners via telephone and face to face. (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to gain credibility and establish effective relationships. (E) • Experience of working with employer networks, agencies, and local authorities. (E) • Self-starter and ability to manage own workload and deliver individual and team performance targets. (E) • Strong knowledge of the local labour market and demographics of Stoke on Trent and Staffordshire. (D) • Engagement experience in the Welfare to Work market. (E)

Personal qualities, communicating and relating to others.

- Self-management – manage workload effectively. (E)
- Relationship management – develop and maintain productive relationships with your team, management, clients, partners, and all key stakeholders. (E)
- Customer and employer focussed – committed to understand client aspirations and supporting their needs. (E)
- Represent Ixion in a professional manner on all occasions. (E)
- Strive to improve practice to be creative and innovative and work towards continuous improvement. (E)
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation. (E)

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 a basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Demonstrate knowledge and understanding of safe and healthy working practices.