

## Job Description

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| <b>Job Title:</b>  | <b>Change Maker – The Change Project</b>                |
| <b>Reports to:</b> | <b>Customer Journey Team Leader -The Change Project</b> |
| <b>Grade Band:</b> | <b>E</b>  |
| <b>Location:</b>   | <b>As contract of employment</b>                        |

### Purpose

To work with NEET young people living in West London Borough of Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow to support them into and help them to remain in sustainable learning and work.

### 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. Work with a caseload of up to 30 young people at any one time
2. Assess need and agree a personalised programme of support for each participant from a selection of employability curriculum and activities, mentoring and role models
3. Agree bespoke training plans for all participants on your caseload, set and review progress towards goals.
4. Focus on progressing all participants on your caseload into sustainable learning and employment
5. Draft clear bespoke training plans which clearly set out the curriculum, activities and mentoring/role model support required and when this support will be required
6. Provide information Advice and Guidance (IAG) to support progression for young people 18-24
7. Act as an ambassador for The Change Project with stakeholders across the five participating LA's, identify opportunities for collaboration, not duplication to secure better outcomes for young people.
8. Support the recruitment and engagement of participants onto the The Change Project where required
9. Work closely with other GLA UKSPF funded projects to share best practice
10. Achieve monthly and quarterly targets related to recruitment and engagement of participants onto The Change Project, their progression and sustainment into learning and work.

## 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.



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| <p style="text-align: center;"><b>Person Specification</b><br/><b>Job Title: Change Maker –</b><br/><b>The Change Project</b><br/>(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>• Relevant qualification in particular discipline</li><li>• Demonstrable evidence of Continuing Professional Development</li></ul>  |
| <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Relevant experience in particular discipline</li><li>• Demonstrable experience of successfully working to targets</li></ul>   |
| <p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"><li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases.</li><li>• Excellent verbal and written skills and ability to communicate concisely and effectively</li><li>• Demonstrable experience of providing excellent customer service skills</li><li>• Understanding of our client group and the barriers our clients may face</li><li>• Understanding of data protection and information security</li></ul> |
| <p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"><li>• Excellent interpersonal and communication skills</li><li>• Good at building relationships with both internal and external stakeholders</li><li>• Ability to use initiative when required and take a problem solving approach to work tasks</li><li>• Ability to work well as part of a team and independently when required</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 (INSERT LEVEL) level (E)</li></ul>   |
| <p><b>Other</b></p> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li></ul>  |