

## **Job Description**

**Job Title:** Job Broker (Supported Internship)

**Reports to:** Supported Internship Manager

**Location:** London

### **Purpose**

This is a split role. Two days a week based at the Marriott Hotel (Heathrow) working on the Project Search Supported Internship (SI) and 3 days working on the Shaw Trust Sis across London. The role will be to support each SI to prepare interns for paid work and to source employment opportunities for them to move into. The job broker would need to make a significant contribution to meeting our target of moving over 60% of interns into paid work.

### **Main Duties and Responsibilities**

1. Cover the job coach role at the Marriott Hotel or London SI sites in case of absence/training etc (see Project Search and Shaw Trust Job Coach JDs)
2. Attends employment planning meetings for interns job searching outside the host employer to get to know interns' strengths, interests and challenges
3. Works with intern and all team members to locate competitive employment based on individual strengths and skills
4. Explores jobs at locations outside host business site
5. Explores specific job possibilities at external businesses for interns not employed at host site
6. Sources job opportunities from local employers
7. Creates work trials and other employability innovations that provides interns better chances of securing work and showcasing their skills
8. Significantly contributes to achieving above 60% of interns into paid work company target
9. Keeps all team members informed of potential jobs
10. Performs job analyses and job matches
11. Coordinates transport and/or travel training to job site
12. Coordinates job coaching eligibility and Access to Work applications / paperwork
13. Problem solves issues as they arise
14. Produces necessary reports and data for Shaw Trust (Project SEARCH) and other partners
15. Support the SI management by attending meetings and providing information when required

16. Attend host business induction and ensure intern understanding and learning of induction requirements
17. Assist with travel training with interns when using public transport
18. If needed attend job induction with interns and clarify information with the interns as necessary
19. Learn the internship duties and make any Reasonable Adjustments (e.g. labels cabinets, simplifies written instructions, etc.) necessary to the successful completion of the job
20. Use initiative to source local vacancies and engage participants with them
21. Working with the SI Managers to support delivering robust performance plans aligned to increasing participant job start conversion rates along while maintaining high levels of employer engagement.
22. Contact employers regularly to follow up on live vacancies and prospect for new opportunities.
23. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies
24. Develop participant work readiness skills so that they have an up to date CV, are prepped for interview and have (AtW) support plans in place to enable them to start and sustain work.
25. Re-building participant confidence and self-efficacy in the post-COVID landscape through supportive interaction and sign-posting to required activities and training
26. 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.
27. Be a source of knowledge about how to engage and maximise employer relationships for the wider operations team.
28. Support the measurement of employer satisfaction and success by gathering feedback and contributing to continuous improvement.
29. Work closely with colleagues in Operations, Marketing and the social media execs and engage with PR activities to enhance Shaw Trust's reputation and presence with local and national businesses.

## **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 align="center"><b>Person Specification</b>  <b>Job Title: Job Broker</b>  (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>• Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. (E)</li> <li>• Level 6 qualification in mentoring, careers guidance or related qualification (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (E)</li> <li>• Proven record of success in engaging SEN participants on Programme. (E)</li> <li>• Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities. (E)</li> <li>• Ability to identify individual participant's motivators to and find appropriate vacancies to make the best match possible. (E)</li> <li>• Experience of providing one to one support or coaching and positively influencing other people's professional or personal development. (E)</li> <li>• Strong track record in achieving individual and team performance targets. (E)</li> <li>• An understanding of the local and regional labour market and employment issues within one or more sectors or industries (E)</li> <li>• Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. (D)</li> <li>• Recruitment and/or sales experience. (D)</li> <li>• Knowledge of current recruitment practice and corporate social responsibility . (E)</li> <li>• Knowledge of benefit system and employment programmes. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Good administration, IT and organisational skills with good experience of using MS office software. (E)</li> <li>• Able to quickly identify problems, think flexibly and resolve issues. (E)</li> <li>• Solutions focused with ability to work under pressure (E)</li> <li>• Ability to work on own initiative and as part of a team. (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 (E)</li> </ul>

**Personal qualities, communicating and relating to others**

- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. (E)
- Effective negotiation and persuasion skills. (E)
- A strong track record of building and maintaining relationships. (E)
- Ability to use initiative when required and take a problem solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (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 an enhanced level (E)

**Other**

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