

## Job Description

**Job Title:** Job and Employer Link (JEL)- (Change Project)

**Reports to:** Team Manager

**Grade Band:** E

**Location:** East London

### Purpose

The role will be to support Change Maker to prepare programme participants for paid work and to source employment opportunities for them to move into. The JEL would need to make a significant contribution to support the project to meet the employment KPI.

### Main Duties and Responsibilities

1. Develop a co-ordinated strategy to increase paid work outcomes across all delivery boroughs.
2. Hold a caseload of participants, working with them and all team members to locate competitive employment based on individual strengths and skills.
3. Support the delivery of regular Job Clubs to increase participants employability skills.
4. Develop and nurture links and relationships with key providers of opportunities including internal (Shaw Trust National Accounts) or external employers.
5. Use initiative to source local vacancies, including attending employment events and engage participants with them
6. Promote Change Project and develops relationships with local and regional stakeholders e.g. LAs, regional employability groups e.g. WLA and represents participants to large employers
7. Creates work trials and other employability innovations that provides participants with better chances of securing work and showcasing their skills
8. Significantly contributes to achieving contract KPI's.
9. Keeps all team members informed of potential jobs
10. Performs job analyses and job matches
11. Maintain participant records in line with contract and funding requirements.
12. Produces necessary reports and data for Shaw Trust and other partners
13. Provides individualised support for participants at the host business worksite placement or competitive job which includes: job coaching, identifying job placements, assistive technology, etc.

14. If needed attend job induction with interns and clarify information with the interns as necessary
15. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies
16. 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.
17. Support the measurement of employer satisfaction and success by gathering feedback and contributing to continuous improvement.
18. 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 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.

<b>Person Specification</b> <b>Job Title:</b> Insert Job Title (E=Essential D=Desirable)
<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b> <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 or willingness to undertake (D)</li><li>• Have or agree to undertake a job coach or similar qualification such as the BASE L3 award in supported employment</li></ul>
<b>Experience</b> <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. (D)</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. (D)</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. (D)</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>
<b>Skills and Attributes</b> <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></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. (D)

## **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)