



Employment Support Officer Job Profile

Salary: Band 3
Reporting to: Business Network Officer
Numbers of Staff Report to Postholder: 0
Purpose To support Southway Housing Trust tenants who are seeking work, to access employment, training and other related opportunities. To support those undertaking Kickstart apprenticeships with Southway Housing.

Responsibilities <ul style="list-style-type: none">• Provide one-to-one advice and support to Southway tenants who are seeking employment or training opportunities, and signpost them to other services where appropriate• Undertake assessments of tenants to identify their training and employment needs• Develop action plans and monitor tenants' progress against those plans• Provide one-to-one support to those individuals undertaking an apprenticeship, as part of the Kickstart programme, acting as mentor and coach, ensuring all individuals receive weekly one-to-one meetings• Develop and maintain appropriate administrative systems, ensuring that case records are kept fully up-to-date• Focus delivery of the support service towards Southway tenants whose incomes are adversely affected by welfare reform and/or who face significant barriers to employment• Work closely with Southway colleagues and external partners that tenants can be referred to for training and support needs (for example Southway's advice services team, and Job Centre Plus)• Contribute to the development of appropriate performance indicators, and produce monthly reports demonstrating progress against these indicators• Be aware of employment opportunities in Greater Manchester and signpost residents to vacancies based on their skills, experience and career aspirations• Work alongside the wider team to support the planning and delivery of a calendar of employment events taking place throughout the year• Be an active member of the Manchester South Employment Group and support at regular meetings
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- Work alongside the Business Network Officer to develop and broaden the membership of the SMASHING enterprise network

General requirements

1. To comply with, and positively contribute towards Southway's vision, objectives, policies and corporate standards including Health and Safety Policy, Safeguarding, Equality and Diversity Strategy, Customer Excellence Everyone Matters, and the Standing Orders and Financial Regulations.
2. To take a flexible approach to delivery of services, and be willing to undertake any duties corresponding to the general level of responsibility of the post, within the skills specification and to meet the business need.
3. Commitment to working at evenings and weekends where required.
4. Willingness to consent to and apply for an enhanced disclosure check.

SKILLS, EXPERIENCE AND KNOWLEDGE

Skills

Excellent communication skills, both verbally and in writing.

Ability to prioritise and manage time effectively.

Ability to coach and mentor individuals with support needs.

Ability to maintain accurate records and produce reports in a timely manner.

Ability to work in partnership with both internal colleagues and external partners, with a focus on making appropriate customer referrals.

Ability to use technology to support online employment events.

Knowledge

Knowledge of the employment and training provision available in the local area.

Knowledge of the barriers customers face in trying to access employment.

Knowledge and understanding of the impact of social exclusion and disadvantage.

Knowledge of safeguarding practices and procedures.

Experience

Experience of working on a one-to-one basis with unemployed people to help them into work.

Experience of managing a significant caseload whilst maintaining high customer service standards.

Experience of working with vulnerable people and signposting customers to appropriate support services.

Employee Signature:

Date:

Line Manager Signature:

Date:

Pay Band Characteristics

Post holders in this band will typically be responsible for complex, often multi-faceted technical or administrative tasks and may supervise/coordinate activities. Most will require vocational qualifications and all will require practical experience in a related field.

Some may be required to use, and have responsibility for, specialist equipment and materials whilst others may be responsible for specialist data. They may work alone in or around customer's homes. Some work requires considerable physical effort and compliance with health and safety regulations.

Post holders would be expected to prioritise and manage their own work effectively and be responsible for its accuracy and timely completion.

Post holders would also be expected to have an understanding of their operational responsibilities and how these relate to the business aims of their service area.