



Skills, Work and Enterprise Development Agency (SWEDA)

Employment and Skills Officer Vacancy

Skills Work and Enterprise Development Agency (SWEDA) has been providing services to all diverse communities in Sandwell and surrounding areas since 1989. Our services aim to tackle barriers faced by people when wishing to access training, employment or self-employment by providing advice, guidance mentoring and training; empowering and enabling clients to reach their goals. We provide support to disadvantaged groups, e.g. Lone Parents, Long/Short Term Unemployed, Women, Benefits claimants, BAME (Black and Minority Ethnic) and Young People. Each year we support and inspire over 1,400 individuals.

Employment and Skills Officer

Full-Time 37 hours per week or Part-Time/Job Share considered

£19,000 - £23,000 per annum (Dependent on experience and qualifications)

This is a temporary position until November 2019 which may be extended subject to continuation of funding being secured.

This is an exciting position to join SWEDA to support our Building Better Opportunities (BBO) Family Matters programme funded by the European Social Fund and the National Lottery through the Big Lottery Fund.

The Family Matters Programme provides skills, training and employment support for those furthest from the labour market. The job role includes assessing clients' support needs, drawing up individual Learning Plans, monitoring and evaluating their programme of support; as well as completing paperwork to contractual and quality requirements.

The purpose of the job is to engage with families and individuals who are most disadvantaged and facing multiple barriers of deprivation. To meet and discuss the Family Matters project with individuals that are either economically inactive or are seeking work but are struggling to obtain employment opportunities. To work alongside these individuals to identify any potential barriers that may be preventing them from finding or taking advantage of employment opportunities. Then based on this information, provide advice and training to these individuals with the aim of assisting them into sustainable employment.

The post holder will work as part of SWEDA's Employment and Skills team to deliver programme targets, with services provided across Sandwell and the Black Country. The post will be based in West Bromwich and the job will include local travel to deliver one to one advice sessions at outreach venues across Sandwell and wider areas across the Black Country.

The successful candidate will need proven experience in delivering within an advisory role with a minimum Level 3 in Information, Advice and Guidance or equivalent, 2 years' experience within an advisory/training role, strong verbal and written communication skills, excellent interpersonal skills and experience of delivering workshops and presentations are required. Must be proficient in Microsoft Windows and be competent in the use of MS Office applications.

For details of how to apply download Job Description and Person Specification from www.sweda.org.uk.

Or please call 0121 525 2558 for further information.

Application via CV and detailed Covering Letter that addresses the Job Description and Person Specification to:

vacancy@sweda.org.uk

JOB DESCRIPTION

Job Title:	Employment and Skills Officer
Responsible to:	CEO
Responsible for:	Supporting the delivery of Building Better Opportunities Family Matters Programme
Salary:	£19,000 - £23,000 per annum
Place of Work:	SWEDA (some outreach activity to take place)
Hours of Work:	37 hours per week or Part-Time/ Job share
Length of contract:	Temporary position until November 2019 which may be extended subject to continuation of funding being secured. Subject to initial 3 month probationary period

Job role

The purpose of the job is to engage with families and individuals who are most disadvantaged and facing multiple barriers of deprivation. To provide an advisory service to unemployed clients referred to SWEDA and manage a caseload of clients with the aim of assisting them into sustainable employment, self-employment or training/education. This includes interviewing clients to assess their support needs, developing action plans, directing them to appropriate support and arranging, monitoring, finalising and evaluating their programme of support. To work as part of the team contributing to the delivery of targets of the Family Matters Programme.

Duties

1. Improve access for family members to better quality, local employment and training.
2. To work with families so that more members take up employment, training or further education or start their own employment or enterprise.
3. To support family members to be more confident, motivated and optimistic.
4. Strengthen links and develop working relationships and partnerships in the interests of ensuring families access appropriate services.
5. To abide by the participant eligibility criteria as defined by the Big Lottery fund and to maintain accurate and timely participant records
6. To identify and address any barriers, to access, engagement and developing referral pathways for clients needing a service
7. To work jointly and in partnership with other agencies and community organisations to meet the defined needs of children and families, following agreed protocol.

8. To manage a case load of families and clients and to provide them with information, advice and guidance to move them closer to employment.
9. Conduct a one to one initial assessment and complete an Individual Learning Plan/ Action Plan with each client.
10. To motivate clients to ensure attendance of all appointments and to deliver workshops/job club sessions to small and large groups in employability skills, i.e. interview techniques, CV writing, job searching and other relevant skills.
11. To refer clients to appropriate partner organisations/agencies if SWEDA is unable to meet their needs and /or additional needs as identified.
12. To complete all necessary contract documentation and ensure that all customers files are maintained according to contractual requirements and quality standards.
13. To update information on management Information Systems as required by contractual and quality standards.
14. To collate and file information and provide reports or statistical data as required.
15. To adhere to IAG policies and procedures at SWEDA to ensure quality support for clients. To undertake staff training on IAG policies and procedures.
16. To foster long term relationships with employers to create effective relationships within the local business community, public, community and voluntary sector organisations in order to secure job placements, voluntary work and employment opportunities.
17. To make presentations to existing and potential clients and to represent SWEDA at meetings.
18. To maintain an up to date knowledge of the local labour market and sector developments.
19. To achieve individual weekly and monthly targets as set by the CEO.
20. To maintain contact with job seekers, retaining them on the programme.
21. To undertake progress reviews with clients ensuring SMART targets are set and paperwork is completed as required.
22. To support beneficiaries into voluntary work if required to support their route to work.
23. To be responsible for ensuring that all key performance indicators are consistently achieved.
24. To attend meetings and events that relate to the services being provided by SWEDA as required by the Line Manager.
25. To work to Matrix and other quality standards as required by the company.

Financial Management

- To comply with and act in accordance with the organisations financial regulations.

Staff Management

- To participate in Staff Development, Appraisal and Training as required.
- To be familiar and comply with SWEDA's Personnel policies and procedures and office code of conduct and the Staff Handbook.

Other Duties

- To ensure equality of opportunity both in service provision and employment, having regard to the needs of the diverse community we serve.
- To have knowledge of the Safeguarding Vulnerable Groups Act (2006) and to comply with this legislation at all times.
- To ensure that your own actions and those of your team reduce risks to health and safety and to work in line with the company's policies and procedures with regards to Health and Safety.
- To comply with legislation and SWEDA's policies and procedures including Data Protection and Computer Security.
- To participate in exit and leaver processes as required.

General

- To work in a collaborative and co-operative manner in support of the organisations business objectives.
- The duties of the post may change and develop from time to time in the light of new legislation, SWEDA Policies, organisational developments, programme requirements and social trends. Such developments will be monitored in conjunction with the CEO and will be reflected as necessary in the job description.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustments the Equality Act.

This job description is not exhaustive. It is a guide to the work the post holder will initially be required to undertake and may be reviewed to meet changing needs of the organisation.

PERSONAL SPECIFICATIONS

<u>Qualification/Experience</u>	
<ul style="list-style-type: none"> ➤ NVQ Level 3 in Information Advice and Guidance or equivalent. ➤ Two years' experience within an advisory role. ➤ A proven track record of working with unemployed people in their search for employment opportunities. ➤ Previous experience of conducting face to face interviews and completing employment and skills plans/action plans. ➤ Excellent Interpersonal Skills. ➤ Able to build effective working relationships. ➤ Experience of developing partnerships with employers. ➤ Experience of making face to face presentations to businesses/ ➤ Microsoft Word Excel and PowerPoint competent. ➤ Experience of meeting deadlines and targets. ➤ Able to listen to clients and demonstrate an understanding of their needs. ➤ Ability to support clients' IT needs. ➤ Ability to support clients' CV development. ➤ Ability to positively address and challenge inappropriate and negative behaviours and attitudes. ➤ Ability to respect and respond to the diverse needs of disadvantaged clients. ➤ Willingness to undergo any further training as necessary. ➤ To work flexibly according to the business requirements. 	<p>Essential</p>

<u>Skills, Knowledge & Understanding</u>	
<ul style="list-style-type: none"> ➤ Demonstrate a commitment to the aims and objectives of SWEDA in supporting local Employment and Enterprise initiatives. ➤ Demonstrate experience of working with employers. ➤ Demonstrate the ability to establish effective working relationships with co-workers, other professionals and service users. ➤ Demonstrate an understanding of and commitment to implementing the principles of equality of opportunity, anti - discrimination practices and anti- oppressive practices and working within these principles. ➤ Demonstrate the ability to maintain confidentiality in all matters relating to SWEDA including the confidentiality of clients using the service. ➤ Demonstrate an awareness and understanding of Health and Safety issues related to this post. 	Essential
<ul style="list-style-type: none"> ➤ Preparing or helping to prepare funding applications. ➤ Training qualification. ➤ Understanding of ESF project delivery ➤ Some experience of supporting people into self-employment. ➤ Experience of working in Voluntary Sector. ➤ Driving Licence ➤ A vehicle available for work (travel expenses will be paid) 	Desirable