

JOB DESCRIPTION

Job Title: Employment & Skills Coach	Salary: DOE
Department: Restart	Reports to: Restart Centre Co-ordinator
Location: Spalding	Job Type: Full Time, 2-year contract (with option to extend)

Background:

Steadfast Training Ltd, is a successful Ofsted Grade 2 provider and member of the Chartered Institution of Further Education. The role of the Employment Coach is to support our newly awarded Restart contract to support jobseekers into work.

The contract's aim is to build a local approach to support individuals who may have been out of work for a period of time, to find employment. We have a dedicated team of coaches, local employer engagement recruitment coaches and skills trainers, all supporting and inspiring local people back into employment.

Overall Purpose of the Job:

As Employment & Skills Coach, you will be supporting individuals to progress into their chosen career paths by providing individual and specific advice, support and guidance, developing interview skills, explaining and developing job search methods and re-building participant confidence following a period of unemployment. You will be working with the individual both face to face and remotely, to a positive outcome into suitable sustainable employment.

The role will also require an element of employer engagement to help identify vacancies for customers across South Lincolnshire and surrounding areas (including Stamford, Peterborough and King's Lynn).

The ideal candidate should also be able to deliver basic and employability training, as well as vocational courses in one or more of the following subject areas: customer service, warehousing, self-employment, adult health & social care.

Maintain individual accurate customer records in line with GDPR requirements and the requirements of the contract.

The ideal candidate should also be able to deliver basic and employability training, as well as vocational courses in one or more of the following subject areas: customer service, warehousing, self-employment, adult health & social care.

You will be working closely with other teams within Steadfast's employability, skills and business development directorate and develop and maintain excellent working knowledge of the South Holland employment market and relevant support agencies.

Main Duties and Responsibilities:

Working with participants face to face and via video, you will coach and support their journey to employment by providing employability sessions, interview skills advice, job search methods and re-building participant confidence following a period of unemployment;

To teach and assess employability provision, Basic ICT and functional skills, as well as vocational courses in some areas such as Retail; Customer service; Business administration; Team Leading & Management; Adult Health & Social Care and Warehousing.

Devise and deliver a programme of learning (scheme of work) with appropriate teaching and learning strategies, resources and assessments;

Maintain and enhance the quality of the learning experience for candidates;

Engaging employers, discussing their training and recruitment needs and matching the skills of the customers to appropriate job opportunities;

Sourcing life vacancies and other intelligence on local and regional labour market developments to support customers obtain sustainable employment.

Helping businesses to meet their workforce requirements and enabling unemployed individuals to find permanent work (including through the development of Sector Based Work Academies).

Providing in-work and ongoing support to customers and employers.

Maintain participant records using the CRM system and record regular contact with your participants, keeping them motivated and focused for the duration of the programme;

Working with diagnostic screening, assessments and skills analysis will be critical to the guidance you provide, allowing participants to consider all options available to them to gain employment;

You will be supported by and work closely with, other specialists (including those in partner organisations) that may be required to work with your participants to provide specific advice, training and support in line with a tailored action plan;

Building an up-to-date working knowledge of the local labour market, training opportunities and relevant support agencies is essential for success in the role. You will get to know the local employers in your community, understanding what they are looking for in an employee and encouraging them to interview your participant;

Provide one to one coaching and support to provide individuals with a way forward to find suitable sustainable employment;

Building relationships with customers, colleagues, employers and community groups;

Supporting job searching and actively supporting your customers;

Helping your customers identify and develop their skills and abilities and to find suitable roles;

Working in partnership with your customers to develop a clear journey into paid work;

To provide additional learner support and pastoral care for learners with learning difficulties and those with mental and physical disabilities;

To provide administrative support with the assessments of participants and scheduling of support provision;

Participate in annual employee appraisal and objective setting activity and meet with the Project; Manager to review personal progress on a quarterly basis;

Attend staff training as required to maintain personal competency and keep up-to-date with current practice; www.steadfasttraining.co.uk Registered in England:5526192

Uphold all policies and procedures of Steadfast Training Ltd;

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To complete required paperwork in full compliance with relevant funding regulations and in a timely manner;

Key Relationships:

- Your customers
- Your colleagues
- Local Job Centre
- Local charities and providers.

Qualifications/ Knowledge, Skills/ Abilities and Experience required to carry out the role:

- Experience of providing information, advice and guidance in relation to supporting your customers into work.
- Experience in providing one-to-one support or coaching and positively inspiring your customers.
- Experience of providing support and understanding of SMART action planning to progress your customers into sustainable work.
- Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures is preferred.
- A good listener, who can empathize and then move an individual forward.
- The ability to handle different customers at the same time in an environment where everyone has targets to achieve.
- Excellent communication skills, including the ability to motivate and inspire others.
- A tenacious approach, especially when it comes to bringing other people around to your way of thinking.
- An understanding of the recruitment and selection processes, along with an understanding of the South Holland employment market.
- Good IT and organisational skills with good experience of using MS office software.

Ideally, applicants should be qualified and have experience in delivering employability and vocational courses, be confident and experienced in lecturing the courses taught and hold a relevant teaching qualification (e.g., Cert Ed or appropriate Basic Skills Teaching Qualification - C&G, RSA, PTTL or TEFL).

Significant relevant experience in the welfare to work and further education sector considered equally valuable.

Experience

- Minimum 3 years' experience in Employability, Welfare to Work or work-based learning sector would certainly be advantageous. However, we would welcome anyone to apply who can demonstrate excellent customer service, support and working to targets.
- Successful applicants must have a GCSE in Maths and English (Grade C or above) and preferably hold an IAG level 4.
- The job holder will require an Enhanced Disclosure from the DBS (formerly known as CRB check).

At Steadfast Training, we value diversity and inclusion and actively encourage applications from everyone, including those that are underrepresented in our workforce. We promote equality of opportunity in all aspects of employment, including a positive working environment and as a disability confident leader, we believe in changing lives for the better. We welcome applications from all parts of the community regardless of gender, ethnicity, disability, sexual orientation or background.

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Updated: 10th September 2021