

CCDG Job Specification

<b>Job Title:</b>	Employability Coach
<b>Created on:</b>	12/7/16
<b>Reports To:</b>	Team Manager
<b>Division/Dept/Location:</b>	
<b>Overall Purpose of Role:</b>	<p>To provide information and advice by a variety of media including face to face, telephone (Careers Wales Connect) and web-based services, delivering a blended service through both core funded and non-core funded contracts.</p> <p>To deliver a vacancy service offering employers a recruitment service and matching clients to vacancies.</p> <p>To support the running of careers centres including office management and reception.</p>
<b>Education/Qualifications/Specific Training - essential</b>	NVQ 3 equivalence ideally in a related area e.g. advice and guidance or experience of working at this level (must be prepared to work towards NVQ3 if not already held).
<b>Education/Qualifications/Specific Training - desirable</b>	<ul style="list-style-type: none"> <li>• ICT Skills in relevant software packages e.g. Microsoft Office</li> <li>• Spoken Welsh would be desirable but not essential</li> <li>• Evidence of continuous professional development</li> </ul>
<b>Knowledge/Skills/Experience</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Proven ability to build and sustain collaborative relationships with partners and stakeholders.</li> <li>• Knowledge and understanding of Careers Wales internal database systems including Careers Wales' vacancy management systems, careerswales.com, Apprenticeship Matching Service and Jobs Growth Wales.</li> <li>• Knowledge and understanding of Careers Wales' services for young people</li> </ul>

	<p>and adults seeking employment, training and further learning opportunities.</p> <ul style="list-style-type: none"> <li>• A broad understanding of the NEET agenda</li> <li>• Ability to support clients to achieve their education, training and employment goals.</li> <li>• Ability to provide excellent customer service.</li> <li>• Excellent IT and administration skills with a requirement for meticulous accuracy of data entry</li> <li>• Good interpersonal skills to include excellent telephone manner.</li> <li>• Demonstrable understanding of equality of opportunity, including the issues and concepts of working within a bilingual society</li> </ul>
<p><b>Behavioural Traits</b></p>	<p><b>Aptitudes:</b></p> <ul style="list-style-type: none"> <li>• Influencing (negotiation, persuasion, motivation),</li> <li>• flexibility,</li> <li>• competitor awareness</li> <li>• commercial awareness</li> <li>• planning and organising,</li> <li>• capacity to learn and develop</li> <li>• effective communicator</li> </ul> <p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"> <li>• service orientation,</li> <li>• achievement focused</li> <li>• ability to build relationships</li> <li>• assertiveness,</li> <li>• detail consciousness,</li> <li>• self-reliance</li> <li>• work positively in a team</li> </ul>
<p><b>Key Inputs (i.e. what needs to be done):</b></p>	<p><b>Key Outcomes (i.e. what can be observed happening?):-</b></p>
<p>1. To provide careers information and advice support for young people and adults via face to face, telephone and web based services including Careers Wales Connect.</p>	<p>1.1 The client's needs at the point of contact is diagnosed; whether the point of contacts is face to face, Careers Wales Connect, web or through other telephone services.</p> <p>1.2 High quality careers information and advice is provided to clients and customers including information on opportunities and progression in the labour market, making referrals where necessary to other Careers</p>

	<p>Wales Services or partner organisations for support to meet the client's need.</p> <p>1.3 On-going support is provided to clients seeking employment, training and education; with a focus on employment and outcomes tracked.</p> <p>1.4 Support is provided to clients aged 16-18 who are claiming benefits in partnership with JobCentrePlus.</p>
2. To deliver a recruitment service for clients.	<p>2.1 Clients are matched to education, employment and training opportunities and their applications supported, including Apprenticeships.</p> <p>2.2 Employability group sessions are delivered to support the development of the client's job search skills including digital job search and to raise awareness of employment opportunities and the skills employers want.</p> <p>2.3 Vacancies notified to Careers Wales are managed and promoted</p>
3. To deliver services through the Careers Wales telephone help line: Careers Wales Connect	<p>3.1 Information and advice is delivered through Careers Wales Connect telephone help line.</p> <p>3.2 Marketing and Welsh Government Campaigns are supported</p>
4 To support company guidance services, contributing to the delivery of a high quality service.	<p>3.1 All associated administrative duties are completed, including the updating of client records and statistical data and the company internal database IO.</p> <p>3.2 Contributions are made to Company evaluation of service delivery by active participation in exercises.</p> <p>3.3 Skills and knowledge are actively updated via research, to meet professional requirements i.e. local and national labour market trends and changes in government policy relating to education, training and employment (ETE).</p> <p>3.4 Understanding of Company policy and practice including diagnostic assessment and caseload guidelines supporting clients to achieve a positive destination is evident.</p>

<p>5. To support the running of careers centres.</p>	<p>5.1 The reception function is supported and identified client needs are actioned.</p> <p>5.2 Follow up of clients is supported and general 'keeping in touch' strategies are used in order to meet company reporting requirements.</p> <p>5.3 Administrative duties are completed as required.</p> <p>5.4 Team Managers are supported to ensure effective running of careers centres; including security, green dragon, deliveries, health and safety, opening up and closing centres.</p>
<p><b>Health and Safety Statement</b></p>	<p>Every employee has a responsibility under the Health and Safety at Work Act to:</p> <ul style="list-style-type: none"> <li>▪ Comply with the Health and Safety Policy, the Health and Safety Management Plan and all company safe work practices.</li> <li>▪ Ensure the safety of themselves and others in the workplace.</li> <li>▪ Immediately report any unsafe condition, dangerous occurrence or injury to their line manager.</li> <li>▪ Ensure they are able to competently and safely perform any work they undertake.</li> <li>▪ Co-operate with the Company on all matters of health and safety.</li> </ul>
<p><b>Safeguarding Statement</b></p>	<p>The Company is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all its employees to show this commitment.</p> <p>In order to be employed in this post, you will need to have a satisfactory Enhanced Disclosure and Barring Service report. DBS checks will be undertaken as part of the recruitment of successful applicants and will be renewed every three years</p>

