

## The Education People Employment Support Officer

July 2021

---

<b>Service:</b>	Specialist Employment Service
<b>Salary:</b>	TEP 8
<b>Reporting to:</b>	Senior Employment Support Officer

### **Purpose of Role:**

To deliver a Supported Employment service to people disadvantaged in the labour market, assisting and enabling them to access employment, training and other related opportunities. This will include:

- Managing a significant caseload whilst maintaining high customer service standards.
- Developing and maintaining good professional relationships and close links with a variety of partners, employers, stakeholders and community-based organisations.

**Please note:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Annex A: Main duties and responsibilities:

---

- Manage a significant caseload, understanding the skills, abilities, needs and vocational aspirations through use of a Vocational Profile and use this information to identify a good job match by initially and continually assessing the vocational, social, communication and independent skills required by the specific job setting.
- Provide one-to-one advice and support to individuals who are seeking employment and/or other opportunities, and signpost them to other services where appropriate.
- Engage with prospective employers who will offer employment and other opportunities which match the skills, aspirations and needs of those using the service; to ensure jobs are evaluated and risk assessed; and to provide ongoing support to employers enabling individuals to progress and develop.
- Effectively assess individual needs, goals and milestones to achieve; ensure each individual receives a person-centered service and develop action plans, monitoring individuals progress against those plans.
- Ensure individuals training needs and pre-work skills are met and develop and maintain a good knowledge of employment, apprenticeships, and training provision available.
- Demonstrate a methodical approach to work along with accurate report writing, record keeping skills, and ensure the database is updated and maintained in a timely manner.
- Support Job Coaches in their role of assisting individuals to perform their work responsibilities in such a way that fosters independence.
- Keep up to date with safeguarding practices and procedures and ensure all job sites are risk assessed effectively and to the required standard.

## Annex B: Person Specification

---

	MINIMUM
<b>QUALIFICATIONS</b> <i>(if essential)</i>	<p>Educated to GCSE (A-C) level standard or equivalent</p> <p>Willing to work towards a relevant professional qualification</p>
<b>EXPERIENCE</b>	<p>Recent relevant experience of working with individuals disadvantaged in the labour market in an enabling role</p> <p>Knowledge of the barriers individuals with a disability or disadvantage face in trying to access employment</p> <p>Knowledge and understanding of the impact of social exclusion and disadvantage</p> <p>Experience of managing a significant caseload whilst maintaining customer service standards</p>
<b>SKILLS AND ABILITIES</b>	<p>Excellent communication skills both verbally and in writing and a highly customer focused approach</p> <p>Strong team player but also comfortable working independently</p> <p>Ability to provide accurate assessments and facilitate development of service users</p> <p>Ability to work with others to co-ordinate activities within a geographical area</p> <p>Ability to effectively manage own time</p> <p>Ability to maintain accurate records and update and maintain database in a timely manner</p> <p>Excellent IT skills</p> <p>Ability to work in partnership with both internal and external partners, with a focus on making appropriate customer referrals</p>

<b>KNOWLEDGE</b>	<p>Strong knowledge in Health &amp; Safety, and ensuring safe systems of work and safeguarding practices and procedures</p> <p>Knowledge of the benefit system and how employment affects benefits</p> <p>Knowledge of employment and current legislation, and current available programmes for pre-work and in-work support</p> <p>Strong understanding and belief of Equality and Diversity</p>
<b>BEHAVIOURS</b>	<p>Creativity in supporting those furthest away from the labour market into employment</p> <p>A belief and commitment to providing a high-quality service and focus on achieving outcomes</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day</p> <p>Flexible</p> <p>Self-motivated</p> <p>Committed to partnership work and developing close links and positive relationships with a variety of partners, employers, stakeholders, referring agencies and community-based organisations.</p>

## Annex C: Company Values and Expectations

---

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.