L&Q Group

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| **Role title** | Employment Support Officer | | | | | | | **Date** | | May 2017 | |
| **Reports to Title** | Employment Support Team Leader | | | | | | | **Version** | |  | |
|  | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| Purpose: Coach and mentor a caseload of customers to be job ready. You will work in a holistic way to support customers to make steps toward or back into employment with a particular focus on maintaining the tenancy and meeting the Community Foundation’s overall aim of building independent lives. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values  Support residents into employment, operating in line with L&Q’s values and delivering the highest levels of customer service. Be ready to have honest and difficult conversations with your customers that will enable them to make informed choices and better equip them to seek work and sustain their tenancy. | | | | | | | | | | | 25% |
| 1. Strategy/ achieving objective   Provide direct support to a caseload of tenants needing employment  Use customer feedback to continuously help shape future programmes, training and evaluate your own performance. | | | | | | | | | | | 20% |
| 1. Working with others – internal   Work in sync with the business, particularly the operational teams. Meet with internal stakeholders regularly and support the Community Foundations’ profile.  Liaise effectively with internal partner departments including L&Q Academy, L&Q Living revenue, contact centre and neighbourhoods to ensure tenants receive an effective service and good outcomes.  Work with other Foundation service and projects by effectively referring residents who need support to these services. | | | | | | | | | | | 10% |
| 1. Working with others – external   Develop and sustain partnerships with key stakeholders and external agencies.  Engage and build relationships with employers and broker work trials, placements, interviews for residents.  Support tenants and residents to successfully engage with third party support including recruitment agencies, Job Centre Plus other support agencies to ensure best outcomes for tenants. | | | | | | | | | | | 20% |
| 1. Compliance   Comply with all relevant Foundation and Group procedures including lone working, safeguarding and health and safety and data protection | | | | | | | | | | | 10% |
| 1. Records and systems   Maintain accurate records of activity and performance data and provide regular reporting / returns as required.  Develop and monitor engagement with suitable residents, arranging appropriate in-house and third party interventions | | | | | | | | | | | 10% |
| 1. Risks   To actively manage risk, ensuring risks are identified and mitigated in accordance with relevant procedures. | | | | | | | | | | | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | |
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| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | |
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| **Technical Knowledge/Skills** | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | |
| * Knowledge of welfare benefits | * Good presentation, communication and report writing |
| * Experience of working with vulnerable people in challenging situations | * Knowledge of stakeholder engagement |
| * Good IT skills |  |
| * Experience of successfully supporting people into work |  |
| * Effective record keeping |  |
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| **L&Q Values** | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | |
| **People** | |
| * We care about the happiness and wellbeing of our customers and employees | |
| **Passion** | |
| * We approach everything with energy, drive, determination and enthusiasm | |
| **Inclusion** | |
| * We draw strength from our differences and work collaboratively | |
| **Responsibility** | |
| * We own problems and deliver effective, lasting solutions | |
| **Impact** | |
| * We measure what we do by the difference we make | |
| **Other** | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | |