



ROLE PROFILE

Job Title: Engagement Officer

Department: Employment Services

Job Holder:

Date: November 2019

1 MAIN PURPOSE OF THE ROLE

To provide a comprehensive range of administration and support services by engaging with all referrals to the project. Carry out initial assessment with customers in line with Scottish Government's guidelines. To deliver a person centred employability coaching service using a unique mentoring approach to support individuals joining the project.

2 SCOPE OF ROLE (Key Accountabilities)

- Provide an efficient and effective administrative service;
- Conduct initial induction and assessment with customers;
- Allocation of customer to the appropriate delivery partner based upon initial assessment and outcome of induction process;
- To mentor individuals in a variety of areas, to encourage and empower them to engage in activity which will improve their employment and life opportunities;
- Build strong relationships and communicate effectively with internal and external colleagues;
- To provide support to customers to improve employability opportunities.

The post holder will:

- Support the Fair Start programme with a highly efficient administrative service;
- Positively engage with third party organisations and accept referrals onto project;
- Act as specific point of contact for all programme referrals from JCP and initial point of contact for external partners;
- Manage diaries to ensure induction interviews and assessments are scheduled and carried out within contractual timescales;
- Create referrals on appropriate systems to ensure that all customer information is correct and inputted accurately;
- Work to strict deadlines for process to be completed and input on IT systems;
- Monitor number of customers entering partner provision;
- Respond to operational queries from JCP staff in a timely manner;
- Maintain data security and protection at all times in line with relevant legislation;
- Accurately complete all referral start and leaver notifications;
- Provide appropriate information to team for internal and external reporting;
- Ensure that systems are robust to track and monitor documentation and provide accurate information on demand;
- To adhere to Confidentiality and Data Protection requirements;
- Comply with relevant process requirements to ensure a clear audit trail.

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Able to demonstrate the competencies required to undertake this post;
- Personal experience or knowledge of the challenges faced by those who have dealt with health conditions and disabilities, offending, addiction, homelessness and employability challenges;
- Experience of working in employment related services is essential;
- Experience of working within welfare to work industry is essential;
- Excellent communication (verbal and written) and interpersonal skills in dealing with a diverse range of internal and external contacts;
- Excellent organisational and analytical skills to be able to produce detailed reports;
- Ability to work independently and as a team member;
- Experience of working to tight deadlines;
- Personal resilience.

4 ADDITIONAL REQUIREMENTS

- Health and Safety is a key aspect of all jobs - it is vital that everyone takes responsibility for promoting the health, safety and security of themselves, customers and colleagues
- Role model for Equality, Diversity and Inclusiveness
- Subject to a relevant Disclosure check
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication
- Ability to work flexibly to meet business needs
- A full driving licence is essential and the use of a car would be advantageous as extensive travelling is involved in this post over a large geographical area