



ROLE PROFILE

Job Title: Specialist (Coach, Wise Steps) **Department:** Employment Services & Skills

Job Holder: **Date:** September 2020

1 MAIN PURPOSE OF THE ROLE

The post holder will deliver a range of specialist Employment Services to support participants through their journey, into sustainable employment. Ensuring contractual obligations and key delivery indicators are achieved; the post holder will work to strict compliance requirements issued as prescribed by funder. The postholder will be solely employed on the project.

2 SCOPE OF ROLE (Key Accountabilities)

- Provide comprehensive case management to fully support individuals throughout customer journey;
- To encourage and empower individuals to engage in activity which will help support sustainable employment;
- Deliver a range of operational activities to achieve contractual goals as set out by programme funder;
- Ability to develop and maintain strong relationships and communicate effectively, both internally and externally;
- Maintain administrative upkeep of electronic records as required for each participant;
- To adhere to Confidentiality and Data Protection requirements.

The post holder will:

- Achieve all targets and objectives;

- Deliver effective support to help participants progress towards key outcomes;
- Positively represent the Wise Group at appropriate meetings, conferences and seminars;
- Be an integral team member, providing contribution and support where appropriate;
- Support the submission of tenders, funding applications by providing operational and specialist expertise and insight;
- Have the ability to work in partnership with specialist support services to aid participant progression;
- Plan and organise tasks ensuring activities complement business plans and contractual requirements;
- Utilise their own initiative and judgement to resolve issues independently;
- Utilise reporting systems to identify trends and patterns.

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Knowledge of barriers to employment, local labour market and out of work benefits
- Information Advice & Guidance qualification preferred, but not essential
- Able to demonstrate the competencies required to undertake this post;
- Ability to work to targets and quality standards;
- Effective verbal and written communication skills to ensure effective reporting and customer service;
- Effective interpersonal and relationship building skills;
- Effective in the use of technology, relevant systems and key software packages;
- Analytical and problem solving capability;
- Excellent organisational and time management skills;
- Able to use own initiative and judgement to resolve issues;
- Able to plan or schedule work over days and weeks and respond to changing pressures or requirements.

ADDITIONAL REQUIREMENTS

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues;
- Role model for Equality, Diversity and Inclusiveness;
- Subject to appropriate security and background checks;
- 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;
- Full UK driving licence.

The role is home-based (with delivery expected predominantly in Sunderland, Washington, Houghton and Hetton areas)