|  |  |
| --- | --- |
| **JOB TITLE:** | Senior Training and Employability Worker |
| **RESPONSIBLE TO:** | Employability Services Manager  |
| **SALARY / GRADE:** | £27,500 |
| **HOURS:** | 35 hours per week |
| **LOCATION:** | West burn Centre and any Inverclyde location where the Trust runs |

**Responsibilities: Management of the Employment Support Staff and Training Staff in context to the Employability Contract and other associated parties**

The focus of this role is to implement and proactively monitor work plans for the Employment Support and Training Team to maximise contract performance. The role requires a proactive approach that ensures that staff know what is expected of them and that they work effectively to achieve performance targets.

**Principal Activities**

* Responsible for the design, implementation & monitoring of work plans for the team of Employment Support Workers and Trainers as directed by Operations Manager
* Monitoring of ESW/Trainer Weekly Activity Planners
* Setting targets and carrying out one to ones with all staff from a performance management perspective to support staff and ensure all specified targets are met.
* Group meetings with all departments / feeding back ideas & issues
* Authorisation of travel expenses, holidays and toil in line with the Trust Policy.
* Complete return to work interviews and paperwork with ESW and training staff
* Work with Senior team colleagues to ensure compliance with stakeholder & contracted Registration & Verification process requirements
* Organise and facilitate appropriate training requirements for clients in conjunction with the Employability Services Manager, planning training resources within the team to meet training needs
* Contacting clients to book onto courses updating training referral spreadsheet to ensure that all clients are contacted
* Assess client needs in conjunction with the Employability Services Manager, liaising with other parties in terms of additional training as required to meet client and contract needs (e.g. LGV training, SIA training and others)
* Coordinate SQA activities relating to the Trust’s SQA Centre as appropriate which involves the effective quality, design, delivery and assessment of the Programmes, and registering and claiming awards.
* Ensuring that all documentation is in order from both a training perspective and quality perspective, lesson plans are in place, providing regular updates to SQA for courses that are being run. Liaising with EV for EV Visits and Audits.
* Ensure that work placements arranged are suitably planned, monitored and supervised from a training perspective and in compliance with any legal requirements relevant to the tasks undertaken, with particular reference to the Health & Safety at Work Act (as directed by Inverclyde Council)
* Supporting the recruitment process for short term posts by discussing with the ESW Team what clients need additional training to meet the criteria for instance in relation to the Council’s SWAP programmes. Ensuring that the needs of the client base are met and that the provision delivered is quality assured/contract compliant and will stand up to audit or inspection.
* Contribute to an environment of trust where communication and sharing of knowledge and best practice is encouraged and where there is a willingness to tackle and resolve problems.
* Liaising with Employability Services Manager in relation to costs and ensuring documentation is up to date for invoicing and Hanlon purposes so that all records are kept up to date as required by the contract.

**Performance targets**

* Completion & supervision of staff work plans
* Supervision of ESW /Trainers Weekly staff Activity Planners
* Monthly one to ones with all staff to provide support and ensure that targets are being met.
* Working in conjunction with the Senior Recruitment Lead with regards to placement opportunities that contribute directly to the contract targets as guided by the Council.
* Support when necessary employer events and marketing
* Collaboratively working as part of the Senior team
* To ensure all relevant data on training/employability is recorded accurately on Hanlon

**Person Profile**

You will be someone who has substantial experience of working with employers across a diverse range of employment sectors coupled with experience of staff supervision and the ability to build positive working relationships with the Employment Support and the Training team to shape this combined function.

You will also be able to build positive working relationships with local employers with the ability to communicate effectively at all levels through regular contact, events, marketing & visits. You will combine working actively as the Future Jobs practitioner to ensure the ESW team work effectively to deliver services in order to achieve contract targets as well as linking with employability staff across the Trust.

**Performance targets**

* Maintaining a working knowledge of employability and training in line with market trends within the context of operational performance targets
* Conversion rates in terms of overall targets as determined by the Council and other partner providers in collaboration with the employability services team as a whole.

**Quality targets**

* Meeting all contract outcomes as directed
* Data Protection
* Compliance

**Competencies**

* People management experience – minimum 2 years
* Significant experience in recruitment with excellent knowledge of recruitment processes & employer practice and/or training experience/training coordination
* Understanding the diverse employer environment & recognising opportunity
* Networking approaches through presentation & promotional events at all levels of contact.
* Current understanding of the range of labour market opportunities how to access these and create positive outcomes for all clients.
* Excellent Customer service
* Fully conversant with Microsoft Word, PowerPoint and Outlook and have some experience of databases – our current system is Hanlon which you will receive training on as appropriate
* Be comfortable with virtual platforms such as Zoom and MS Teams
* Excellent communication and interpersonal skills

**Person specification**

|  |  |
| --- | --- |
|  | Requirements |
| Education / Training  | * HND level or above or equivalent work experience (minimum two years in a management/team lead role)
 |
| Knowledge / Technical Skills | * Ability to provide a customised delivery of service to meet the needs of clients and have the ability to provide employability and training services both internally to support job placement schemes (such as Oak Tree Placements) and externally with Inverclyde employers
* PC and systems literacy with good knowledge of office 365 such as Word and be able to utilise digital technology such as zoom.
* Have utilised client database systems if possible although training will be given
* Understand data protection parameters and remaining compliant in terms of GDPR
 |
| Experience | * Relevant industry experience within employability and training as well as team lead experience and be able to demonstrate managerial experience through examples
* Have the aptitude and skillset to proactively manage performance to meet all necessary key performance targets.
* Experience of working in a fast paced, quality driven environment
 |
| Competencies | Possesses:Managerial Skills* Be able to demonstrate proactive management and support of staff in working towards targets
* Have experience of employee relations such as managing absence, dealing with disciplinary issues as required
* Supporting staff to maximise performance through one to ones and regular communications

Communication* Excellent written and oral communication skills, with high attention to detail
* Able to adapt communication style as required to put recipients at ease and yet manage the message appropriately
* Able to assimilate employer needs to provide relevant documents such as job descriptions and person specifications
* Highly developed interpersonal skills – able to understand how to support staff, clients and employers as required
* Be willing to share knowledge with others

Administration* Ensure the upkeep of all records on Hanlon in a timely manner to ensure the data integrity of Hanlon
* Updating attendance sheets for courses and ensuring training material is accurate and accessible to all

Organisational and Planning Skills* Able to manage workload to meet the demands of the contract
* Ability to plan ahead and prioritise workload

Personal Aptitude* Collaborative approach, able to work as part of a team as well as on own
* Value add attitude – able to use own initiative for the benefit of the department
* Ability to demonstrate and keep up to speed on employability techniques and training requirements

Customer Service* Provide a person centred approach to enable staff to progress clients through the employability pipeline whilst developing skills and confidence
* Understand the marketplace and be able to highlight opportunities for the benefit of our clients
 |
| Behaviours | **Tailors their approach*** Adapts their method of communication and message to suit a specific audience
* Uses their understanding of others to tailor and choose the approach that will have the greatest impact

**Supports the team*** Team orientated, flexible, willing to help team members when necessary
* Shares information and knowledge to benefit all team members
* Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the Trust achieving its purpose

**Gathers information*** Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation
* Asks relevant questions of the people who are in the position to respond, such as people who are directly involved

**Sees multiple connections*** Defines the desired outcome by breaking the situation down into component parts (such as breaking down stages in action plans)
* Identifies trends and questions inconsistencies in information / data
* Anticipates obstacles, thinks ahead about next steps and contingencies
 |
| Additional requirements | * Ensure anti-discriminatory practice and promote diversity
* May be required to be flexible with working hours during busy periods
 |