

Job Title:	Employment Coach
Hours:	22.5hrs per week (3 days per week)
Location:	Antrim
Term:	Fixed Term to October 2018 (With possible extension subject to funding and business need)
Salary:	£20,000 PA (Pro rata), rising to £21,000 PA on successful completion of probation

Company Background

Network Personnel is an ambitious and fast growing organisation, with branches throughout both Northern Ireland and the Republic of Ireland. We are one of Northern Ireland's leading providers of training and employment solutions with an excellent track record of supporting clients into sustainable employment.

We are currently looking for a confident and motivated individual to join our team in Antrim, this is a real opportunity to positively impact people's lives by helping them overcome their barriers and moving them into employment.

Job Purpose

- To support unemployed clients, through barrier identification and resolution, to enable the client to enter the employment market, undertaking effective job matching activities resulting in job outcomes and identifying sustainable employment opportunities for clients.
 - To ensure high levels of customer service are maintained through follow up contact with employers, clients and other involved parties.
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*Core Duties and Responsibilities

- Manage a caseload of clients with a view to supporting them into employment
- Carry out one to one appointments to evaluate client progress
- Help clients identify and overcome their barriers to employment
- Support clients with CVs, application forms and interview preparation
- Market Network Personnel to employers and potential clients
- Maintain excellent knowledge of the local labour market
- Visit employers to get employment verification paperwork signed
- Maintain accurate client records on IT System
- Achieve agreed upon KPI's
- Work effectively as part of the team
- Adhere to all company Safeguarding, GDPR, and Health and Safety policies
- Any other related/reasonable duties as required by management and/or the business objectives.

**Note a full and detailed job description will be provided to the successful candidate upon starting with the Company.*

Applications Procedure: To express your interest in this role, please complete and forward the Applicant Declaration form, confirming your suitability for the role and how you meet the essential criteria, together with your C.V. (in word format only) to kelvin.armstrong@networkpersonnel.org.uk. **Closing Date for receipt of applications is 5pm on Friday 22nd June 2018.**

Employment Coach - Person Specification



		How assessed
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> 4 GCSE's at grade C or above to include English and Maths <p>Desirable</p> <ul style="list-style-type: none"> Level 3 qualification in a relevant discipline e.g. Business, Marketing, Advice & Guidance, Mental Health 	<p>Declaration Form & validation of original copies of certificates</p> <p>CV</p>
Experience	<p>Essential</p> <ul style="list-style-type: none"> A demonstrable track record of consistently having met and exceeded targets in a targeted oriented role A demonstrable track record of delivering high quality customer service <p>Desirable</p> <ul style="list-style-type: none"> One-year experience working in a sales, recruitment, training or customer-facing role One-year experience working with unemployed/economically inactive and those furthest from the labour market 	<p>Declaration Form</p> <p>Declaration Form</p> <p>CV</p> <p>CV</p>
Job related Knowledge	<p>Essential</p> <ul style="list-style-type: none"> Competent in the use of I.T. – including MS Office applications e.g. Word, Excel and Outlook <p>Desirable</p> <ul style="list-style-type: none"> Excellent knowledge of the regional labour market 	<p>Declaration Form</p> <p>Interview</p>
Skills and Competencies	<p>Essential</p> <ul style="list-style-type: none"> Excellent written communication skills Ability to coach, mentor and develop others Excellent verbal communication skills Excellent presentation skills Ability to persuade, influence and negotiate Strong time management skills and ability to manage own workload and prioritise essential/key tasks to meet needs of the business Self-motivated and resilient with a desire to succeed Ability to work effectively in a team Organisational skills Empathic and approachable Innovative with the ability to take initiative Excellent attention to detail 	<p>Declaration Form</p> <p>Declaration Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Other requirements	<p>Essential</p> <ul style="list-style-type: none"> Full driving licence and access to a vehicle for work purposes or ability to demonstrate alternative method of being able to fulfil any travel related duties of the role 	<p>Declaration Form</p>

Candidates must demonstrate that they have met the essential criteria within each area. Incomplete applications shall not be accepted and failure to demonstrate meeting the essential criteria will result in the application being unsuccessful at the shortlisting stage.

We reserve the right to enhance the short listing criteria where and when this is deemed necessary. All successful candidates will be subject to an Access NI Check and suitable references and where there is a requirement to drive their own vehicle for work purposes evidence of their vehicle being insured for work purposes will be required.

Network Personnel is part of the Workspace Group, a social enterprise based in Mid Ulster.