

**Job Title:** Project Support – Jobmatch Programme  
**Hours:** 37.5 per week  
**Location:** Antrim  
**Term:** Fixed Term to 31<sup>st</sup> March 2022 (subject to annual funding review)  
**Salary:** £16,000 per annum, increasing to £17,000 on successful completion of probationary period

### Company Background

Network Personnel was established in 1989 and specialises in the delivery of back to work and employability initiatives. As a result of continued growth, they wish to appoint a suitably experienced and qualified Project Support for their Jobmatch Programme in Antrim. The Jobmatch Programme is part funded by the European Social Fund and Department for Economy.

### Job Purpose

Working in partnership with members of the Jobmatch Team to support the short and long-term unemployed, helping those who are marginalised including ex-offenders, those with drug and alcohol issues, carers, the economically inactive and those who have not reached the threshold for other government initiatives

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### Core Duties and Responsibilities

- Speak to potential referrals, provide CV building support to participants ('drop-in' and appointments)
  - Speak to potential referrals, assist with job search activities including trawling vacancies and job applications
  - Provide administrative services to the Jobmatch Team including processing, photocopying making and receiving calls, ensuring that records and statistical information is readily available
  - Maintain and develop the ICT Systems including security and back up
  - Use a variety of software packages, such as Microsoft Word, Outlook and Excel, to produce correspondence and documents and assist participants with job search activities
  - Work in a confidential and professional manner responding to sensitive issues that ensures participant welfare and safety is of paramount importance and subject to safeguarding guidelines
  - Be quality and target driven, ensuring all DfE/ESF and organisational targets, deadlines and standards are achieved and consistently achieve set individual objectives, targets and KPI's
  - Develop and maintain excellent working relationships with relevant statutory, community and voluntary organisations
  - Maintain accurate records of work undertaken with participants that contain detailed up-to-date engagement notes, full details of specific interventions, evidence of positive outcomes etc.
  - Ensure that all information and statistics are completed to the standards and deadlines stipulated by the funding bodies
  - Ensure the accuracy and completion of all administrative forms, reports etc. is provided in a timely manner
  - Ensure high levels of customer service are maintained through effective communication with employers, clients and other stakeholders as required
  - Demonstrate a commitment to the safeguarding of 'Adults at Risk', reporting issues as they arise
  - Develop and sustain effective working relationships within the Jobmatch Team, Network Personnel and other stakeholder groups e.g. attending team meetings, networking events, etc.
  - Undertake CPD activities which enhance individual and organisational performance, maintaining/developing relevant skills to the highest professional standards
  - Adhere to and uphold Network Personnel's Code of Conduct, policies, procedures and values at all times including Equal Opportunities, Health & Safety, Data Protection, Lone Working, Confidentiality etc. and provide these policies to clients
  - Undertake regular, formal reviews with the line manager, reflecting on targets, performance and practice
  - Any other related/reasonable duties as required by management and/or the business objectives.
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## Project Support Person Specification



		<b>How assessed</b>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• 4 GCSE's (or equivalent) at grade C or above to include English and Maths OR Essential Skills Numeracy &amp; Literacy</li> <li>• Working towards Level 3 qualification (or equivalent) in Advice &amp; Guidance, Mentoring, Coaching, Counselling or demonstrable equivalent</li> </ul>	Declaration Form & validation of original copies of certificates
<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of working in an administration role within a busy office environment over a reasonable period of time</li> <li>• Significant experience of maintaining manual office documents</li> <li>• Significant experience of maintaining filing systems</li> </ul>	Declaration Form  Declaration Form Declaration Form
<b>Job related Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Strong knowledge and ability to use Microsoft Office including Word, Excel and Outlook</li> </ul>	Declaration Form
<b>Skills and Competencies</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal communication skills</li> <li>• Excellent written communication skills</li> <li>• Self-motivated with the ability to work productively in a fast paced environment</li> <li>• Excellent attention to detail and ability to work to a high degree of accuracy</li> <li>• Have the ability to work well under pressure in a busy office environment</li> <li>• Innovative with the ability to take initiative</li> <li>• Good presentation skills</li> <li>• Enthusiastic and passionate with a desire to succeed</li> <li>• Ability to persuade, influence and negotiate</li> <li>• Flexible to meet the needs of the business</li> <li>• Ability to coach, mentor and develop others</li> <li>• Good time management skills</li> <li>• Approachable, empathic and compassionate</li> <li>• Open-minded and impartial team player</li> </ul>	Declaration Form Declaration Form Declaration Form Declaration Form Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview
<b>Other requirements</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle for work purposes or ability to demonstrate alternative method of being able to fulfill any travel related duties of the role.</li> </ul>	Declaration Form

### 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 [Michelle.mcmullan@networkpersonnel.org.uk](mailto:Michelle.mcmullan@networkpersonnel.org.uk) Closing Date for receipt of applications is **10<sup>th</sup> August 2018 @ 5pm.**

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.*