

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Employment Specialist	Grade: PO1
Reports to (Designation):	Employment Project Coordinator	Grade: PO3
Directorate:	Place	Section: Economy, Jobs & Partnerships

Main Purpose of the job:

The Jobs and Skills team is responsible for supporting local unemployed residents into work, increasing their skills, and working with local employers to secure new job opportunities for Lewisham residents. This role provides a comprehensive, effective, integrated, systemically informed employability service. This includes

The purpose of this role is to provide;

- Independently manage a caseload of residents who are seeking employment, providing information, advice and guidance to support them to gain skills and/or get a job.
 - Management of complex cases and supporting the development and delivery of the programme.
 - Excellent employment work practice, assessing complex need, planning, and working purposefully with individuals, training and education providers, and businesses and the wider employment stakeholders to promote positive outcomes.
 - To work with a range of providers and employers to source innovative and dynamic opportunities leading to longer term and satisfying educational and employment opportunities.
 - To provide an employment and skills service which is both relationship-based and which responds in a timely manner.
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Summary of Responsibilities and Personal Duties:

- Delivering employment practice which is informed by the needs of business and participants, best evidence, and research knowledge.
- Connecting with community and Council partners to recruit participants based on eligibility criteria, including outreach and information sessions.
- Helping participants secure good quality employment through comprehensive and connected support that removes barriers to employment and promotes social mobility.
- Independently managing a caseload of residents seeking employment, ensuring a consistent and quality regular service to all, creating bespoke career pathway plans and supporting the resident throughout their journey to employment.

- Providing participants with expert support to enhance employability skills and ensure outstanding and sustainable outcomes in relation to employment and skills.
- Creating connections and working closely in collaboration with a range of partners including businesses, education and training providers, schools, and others to generate effective networks and joined-up approaches to promote lifelong learning.
- Developing and maintain employability resource information ensuring it is accurate, current, and accessible.
- Providing focused and purposeful employment services, including in complex situations, with explicit aims and objectives about desired outcomes which are proportionate to each person's identified needs and the informed by employment data.
- Designing and delivering individual and group information, advice and guidance sessions to residents.
- Establishing rapport, build, and maintain professional, respectful, and honest relationships with participants to develop trust and assist in promoting positive and timely outcomes.
- Working with a degree of independence without the need for close supervision, whilst recognising when and how to collaborate with a range of sources. Use supervision to identify strategies to build professional resilience and balance the potential for bias in decision-making.
- Formulating, implementing, and reviewing employment pathway plans
- Contributing experience and expertise to group and individual supervision processes, to support evidence-informed judgements and support a high-quality community of practise in the Jobs and Skills team.
- Delivering services flexibly across different parts of the service and within businesses, education and training providers, schools or community settings. There is a minimum expectation of at least 70% of your working week as face to face days in the borough as an Employment Specialist.
- Working purposefully with others to form networks and hubs to boost a more joined-up approach to employment service delivery
- Using data effectively and efficiently from a range of sources to produce reports and provide evidence and to ensure data is maintained in accordance with data protection legislation and good practice.
- High quality record keeping using defined systems and processes, compliant with council guidance or those required by external grant funders where relevant.
- Small budget management, assessing need and approving up to £100 in expenses for their caseloads to purchase small items which aid the employment support journey, within the policy for discretionary client financial support

- Support the wider team with other project and employment service related activities as and when required
- Represent the Council at occasional partnership meetings, events and workshops relating to employment and skills and promoting the activity of the Council in the community
- Provide advice to local providers commissioned by the Council, with an aim to improve the overall standards of employability practice across the borough.

Generic responsibilities

1. To represent the Council at meetings and events to promote employment and skills support
2. To adhere to the Council's safeguarding policies and procedures
3. To maintain appropriate monitoring systems to track interactions and clients outcomes into jobs, training and work experience places.
4. To provide support in the planning and delivery of events
5. To assist in the preparation of external funding bids and project proposals.
6. To promote Equality of, and access to services at all times in line with the Council's Equal Opportunities policy.
7. To ensure that the operation of the scheme complies with all relevant statutory legislation
8. To undertake appropriate personal development in line with departmental needs and strategic plans, commensurate with the grade and scope of the post
9. To work toward the achievement of objectives / tasks mutually agreed and included within the individual and departmental work plans
10. To undertake any other duties commensurate with the grade and scope of the post as directed by the line manager
11. To be available to attend occasional weekend and evening events and /or meetings
12. Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Internal Contacts: These include: Economy, Jobs and Partnerships team, HR, Children's Services, Adult Learning, Housing, Leaving Care, Baseline

External Contacts: This will include: JCP, Colleges, employment and training providers, advice agencies

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	Grade	No of posts
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Number of partially managed staff: 1

Title: Apprentice	Grade Apprentice	No of posts 1
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*While not all Employment Specialist posts have an apprentice management role assigned to them, this role has the opportunity to train, develop and support a Lewisham Council apprentice.

PERSON SPECIFICATION

JOB TITLE: Employment Specialist

POST NO: TBC

DEPARTMENT: Place

GRADE: TBC

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Awareness of and commitment to the Council's Equal Opportunities policies.

Understanding of how equality and diversity relates to this post

S1

Knowledge

Knowledge of key stakeholders in employment and training in Lewisham, including internal teams and external partners

Knowledge of employment funding, government schemes, statutory and other guidance

Extensive knowledge of principles related to information, advice and guidance, and customer service to support the delivery of quality services to residents

Significant knowledge of the barriers to employment faced by Lewisham residents and understanding of current issues in employability

S2

Knowledge of the complex barriers and different barriers to employment faced by vulnerable residents, young people, disabled residents, those with basic skills requirements and other barriers

Knowledge of best practice in employment support delivery, drawing from different methods to create a bespoke and suitable support package for residents.

Aptitude

Able to negotiate persuade and influence people at all levels

Ability to independently develop and deliver effective employment practices in complex situations, manage own workload and be accountable for work with a range of participants and stakeholders
S3

Ability to provide professional guidance, support and developmental opportunities with colleagues and contribute to organisational development and a high-quality community of practice in Lewisham.

Ability to work flexibly to fit in with the needs of participants and stakeholders.

Able to deal positively with resistance or challenge generating alternative solutions if initial actions are unsuccessful

Ability to tailor communication, advice and suggested interventions based on the varying needs of residents.

Skills

Excellent communication skills demonstrated through the ability to communicate complex issues in a readily understandable and concise manner both orally and in writing to a wide range of audiences

S4

Able to effectively maintain and use data and evidence to inform decision making and next practice approaches, including research and data analysis and evaluation skills

Excellent interpersonal skills, with the ability to adapt to a variety of audiences, both in

Highly proficient in MS Excel, Access, Word, Power Point and SharePoint.

Strong time management and organisational skills and the capacity to work flexibly and with initiative in an innovative, fast-paced, and dynamic work environment

Ability to collate and analyse complex information and produce high quality data and reports that are easily understood by others, with clearly evidenced recommendations

Experience

Significant experience of supporting local people into jobs, training and placement opportunities with private, public and voluntary sector

S5

Significant experience of working with residents facing complex barriers to work, with an ability to apply considered and trauma-informed approaches to supporting vulnerable residents seeking employment.

Experience of working with residents seeking information, advice and guidance on employment and related issues

S6

Significant experience of designing bespoke plans for residents to move into employment or training participation, showing adaptability in the delivery of employment support

Experience of managing a diverse set of tasks, prioritising effectively to ensure deadlines are met

Experience of preparing reports and presenting these within formal settings

Significant experience of effective partnership working with individuals and organizations to deliver relevant high quality local provision

Experience of using IT systems e.g. CRM, Teams, Sharepoint, and Oracle to support delivery of projects and programmes

General Education

Good levels of literacy and numeracy

Professional qualification in the areas of employment, education, instructions settings or equivalent (IAG qualification, Education & Training qualification)

Personal Qualities

Values diversity and actively committed to equality in service provision and employment

Flexible and adaptable

Circumstances

Able to work occasional weekends and evenings

DBS Disclosure Required? No ☐ Basic ☐ Enhanced ☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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