**The Forward Trust Job Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title**  | Team Leader (Employment Services) | **Reports to**  | Operational Manager, Employment Services |
| **Location:** Contract specific |

|  |
| --- |
| **Introducing Forward Trust** |

We are The Forward Trust, the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

|  |
| --- |
| **Role Overview** |

To oversee and line manage Employment Advisors to enable them to provide high quality IAG, coach and prepare clients and job seekers for the world of work and a range of job, traineeship and apprenticeship roles.

|  |
| --- |
| **Role Responsibilities**  |

* To oversee and line manage, support and supervise Employment Advisors (EA), on our Restart Scheme community contract.
* To ensure our EA’s accurately diagnose the needs of the job seekers, to understand their challenges, career ambitions, strengths & development areas, future job roles and/or training opportunities.
* To ensure our EA’s deliver high quality end to end information, advice and guidance to customers/learners on our employability programmes in line with contract requirements to the Ofsted EIF and Matrix Standard.
* To promote and develop the mind-set, emotional intelligence qualities, self-confidence and esteem so that the learners/job seekers succeed in the world of work.
* To ensure EA’s complete goal focused action plans for all referred clients and provide support and motivation for clients to implement their action plans, and conduct regular review learners plans
* To prepare CVs, cover letter and job/apprenticeship application forms with participants.
* To introduce learners and job seekers to a `strengths based’ recruitment approach to succeeding in job interviews.
* To ensure EAs undertake job search with the job seekers using relevant web-based software and packages, short list, pre-select and match/submit learners/job seekers to vacancies/work experience opportunities, and arrange interviews for learners/job seekers where appropriate.
* To get feedback and act on regular feedback from job seekers and employers.
* To use the relevant case management and performance management system used by ES including any ICT packages.
* To review and audit EA’s paperwork/documentation to ensure they are compliant and at the Matrix/Ofsted CIF standard.
* To support the delivery of any partner events, job fairs, workshops and seminars that get learners ready for the world of work.
* For Team Leaders working within our prison contracts i.e. IAG, to liaise with the contract commissioner and to attend Quality Improvement Group meetings.
* To ensure contractual compliance is maintained to the highest standard at all times
* Comply with safeguarding/prevent agenda, Health and Safety and other policies and procedures.
* Work with colleagues to achieve effective performance management, including weekly performance reporting and monthly reviews
* Meet required KPI’s to corresponding deadlines, as set out by the Operational Manager.

|  |
| --- |
| **Role Criteria** |

|  |
| --- |
| **Criteria Requirement** |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** |
| **A** | **Application** |
|  **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

|  |
| --- |
| **Knowledge, Skills and Experience**  |
| Management Experience of at least 3 years | E | A/I |
| Experience of providing high quality CV, job search, interview support to learners/job seekers (ex-offenders, at risk offending, NEET, unemployed)  | E | A/I |
| Experience of providing high quality coaching support that ensures learners access employment and apprenticeships  | E | A/I |
| Ability to build a learner’s/job seeker’s self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development  | E | A/I |
| Experience of liaising with employers to arrange interviews and getting feedback on candidates  | E | A/I |
| Identifying skills and qualities in a learner to match appropriately with vacancies  | E | A/I |
| Progressing learners and job seekers into apprenticeships and employment and sustaining them in these  | D | A/I |
| Experience of working in the social enterprise sector  | D | A/I |
| Knowledge and understanding of offender services (working in prisons), substance misuse/recovery service | D | A/I |
| Positive, enthusiastic approach to problem solving with a “can do” attitude  | E | A/I |
| Good communication skills  | E | A/I |
| Gain people's confidence and put them at ease  | D | A/I |
| Persuasive, persistent and patient  | D | A/I |
| Work well under pressure  | E | A/I |
| Flexible and adaptable | E | A/I |
| Excellent organisational and administrative skills  | E | A/I |
| Ability to prioritise deadlines and produces accurate reports | E | A/I |
| Excellent all round ICT skills  | E | A/I |
| **Personal Attributes** |  |  |
| **Resilience** – Positive, enthusiastic approach to problem solving with a “can do” attitude  | E | I |
| **Adaptability** – Can work flexibly and with adaptability | E | I |
| **Qualifications** |  |  |
| IAG Level 4/Employability Practitioner Apprenticeship Level 4 | E | A |