

ROYAL BOROUGH OF GREENWICH JOB DESCRIPTION

DIVISION:	Business & Skills
SECTION:	GLLaB
DESIGNATION:	Employment Support Officer
GRADE:	SO2
REPORTS TO:	Programme Team Leader

Purpose of Job:

To deliver frontline advice and guidance service to those seeking employment. To maximise on GLLaB's Payment by results contracts through the achievement of Programme targets. To carry out individual one to one diagnostic interviews, action planning and tracking and recording all outcomes along the customer journey to sustainable employment

Summary of Main Duties and responsibilities:

1. Responsible for providing a frontline advice and guidance service to workless residents and other job seekers who are eligible to access GLLaB services.
2. Responsible for carrying out individual one to one diagnostic interviews and delivering information advice and guidance (IAG) in order to identify barriers to employment and employment & skill gaps and to develop individual personal development and employment and skills action plans.
3. Responsible for delivering a high-quality service in line with external funding or Prime Contractor requirements.
4. Ensuring that all GLLaB and/or other corporate employment projects programmes are delivered in line with agreed profile outputs and outcomes and ensuring effective contribution to individual and team targets.
5. Responsible for developing and maintaining referral networks and obtaining up-to-date information on a wide range of services offered by complementary specialist partnership organisations to support the removal of barriers to employment.
6. Responsible for identifying and utilising a range of support mechanisms, interventions, agencies, and organisations that can help to address and move barriers faced by different groups

7. Responsible for providing one to one and group employability sessions and job search support in-house and from remote locations including support with updating CVs, completing applications forms and interview techniques.
8. Required to deliver job preparation and employment support; assisting the employer development and brokerage team in matching local residents to appropriate vacancies notified.
9. Responsible for the active caseload management of customers, providing regular and documented follow-up and support to move customers into sustained employment.
10. Responsible for keeping abreast of labour market trends and supporting customers to prepare for upcoming opportunities, to job match customers to appropriate employers through speculative applications,
11. Responsible for providing ongoing support for customers employed in temporary and short-term jobs in order to facilitate their progression into alternative sustained employment. To provide ongoing formal and documented 'In work support' for customers placed into work, apprenticeship or a placement, to support sustained employment
12. Responsible for reviewing customer progress against agreed action plans and ensuring manual and computerised records are maintained in line with programme and audit requirements.
13. Responsible for supporting recruitment open days and other high-volume recruitment drives and assisting with job matching where required.
14. Ensure that all customers receive the offer of a Better off Calculation (BOC). Maintain links with Welfare Rights and support the increased take-up off in-work benefits.
15. Support the aims and objectives of GLLaB and/or other corporate employment projects in all aspects of their work and to ensure that all systems, procedures and documentation used are in line with GLLaB's Quality Assurance Framework and that they meet the requirements of Customer Service Excellence, Matrix and Corporate standards.
16. Represent GLLaB at all external meeting and events where required and ensure the relevant managers and team members are kept informed of any issues and actions associated with your designated area of work.
17. Responsible for providing rota cover for evening and Saturday follow-up sessions and required on a rota basis to provide employment and skills advice at weekend community events.
18. To undertake any other work appropriate to the level and general nature of the post's duties.

19. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
20. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
21. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
22. *This post requires a Standard DBS and will be supported by Safer Recruitment tools*
23. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.