

Person Specification

Job Title	Employment Support Officer
Grade	SO2
Service/Section	Business, Employment and Skills / GLLaB
Directorate	DRES

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Ability to research and maintain up to date knowledge of the local labour market, employers and industry sectors to support customer in identifying realistic job goals	E
Skills and Abilities	
Providing ongoing formal and documented 'In work support' for those that are placed in to work, apprenticeship or placement to support sustained employment	D
Ability to manage own workload and prioritise work including effective caseload management of a range of customers	E
A Minimum of NVQ level 3 in advice and guidance or equivalent advisory qualification or a willingness to work towards	D
Experience	
Extensive experience of delivering advisory and support services to members of the public and a range of job seekers in a front-line recruitment, training or employment organization	D
Experience of working in a performance target driven environment. Examples of such experience may include working as an Employment Adviser on a similar contract, or delivering sales targets in a retail business or call centre etc.	E
Experience of conducting one to one diagnostic interviews to determine eligibility, level of training and or development support needed for local unemployed jobseekers to find employment	E
Proven experience of supporting residents into work through a number of mechanisms including, job brokerage, training, job search and coaching techniques and advisory sessions	D

Experience of managing large caseloads and actively supporting customers into sustainable employment	E
Proven experience of working in partnership with a range of agencies, organisations and stakeholders to increase the employment and skills levels of local people	D
Experience of using MS Office, internet and email to carry out a range of work activities including computer-based action plans and tracking of beneficiary progression	E
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E