

# Job Description

<b>Job title</b>	Employment and Skills Coach
<b>Profession</b>	Customer & Community
<b>Band</b>	E
<b>Directorate</b>	CCSO (Communities and Sustainability)
<b>Accountable to</b>	Employment and Skills Manager

## Job Purpose:

The role is responsible for developing and delivering employment and skills services which respond to customer need and create a sector leading employment and training service across SNGs operating areas. The role will successfully lead, develop and manage exemplary, collaborative employment and training programmes and services that maximise the reach and impact of the service

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within broad direction set by Employment and Skills Manager, this role is responsible for the delivery of high-quality advice and guidance that fully meet the needs of SNG's residents and service.

## Key Accountabilities:

- Responsible to deliver the right outcome for SNG's customer in a safe and timely way.
- Provide a consistent service of professional information, advice and guidance services and practical employment support in line with SNG's service standards and support customers to access employability provision, training, work-placements, sustainable work and better work opportunities, obtaining auditable evidence of achieved outcomes.
- Support the operational delivery of externally funded employment and skills programmes as required to develop a service offer and effective network of support agencies and providers who will contribute to and support the delivery of the thriving communities strategy and create positive opportunities for positive progression of residents.
- Implement a blended approach of advice and guidance by utilising a combination of digital, phone and, where appropriate, direct delivery to maximise engagement, support and progression to customers.

- Use a variety of approaches to engage customers and referrals, creating positive relationships and rapport which help them plan and achieve their employment aspirations.
- Complete comprehensive needs assessments to diagnose customers' need for employment support, referring to specialist organisations where necessary to ensure a needs-led and holistic approach to employment support service provision.
- Implement effective caseload management and develop personalised needs-led action plans customers that enables customers to develop the skills they need to seek, secure and sustain employment.
- Provide personalised in-work support to enable customers to sustain employment and maximise opportunities for on-going development and progression in work.
- Responsibility for identifying needs, establishing appropriate providers and undertaking commission, procurement and monitoring activities that enhance locality provision within operational area of responsibility.
- Effectively utilise internal and external partnership and collaboration opportunities to maximise the support available to customers on caseload including our internal grants and digital learning offers.
- Effectively engage in the teams coaching culture to deliver IAG that supports and mentors customers to make positive and sustainable decisions about their future.
- Work closely with locality team colleagues to identify and deliver localised interventions and solutions which enable customers to thrive in their tenancies and access employment, training and wider SNG services.
- Provide support to fundraising and bid writing activities that enhance and develop locality employment and skills provision across SNG geography.
- Provide ongoing and up to date service information to internal front-line teams and stakeholders to maximise referrals ensure the service reaches those most in need.
- Establish effective partnership and stakeholder relationships with relevant local organisations and agencies including RSLs, DWP and third sector organisations, to develop and deliver complementary services that maximise social impact within communities.
- Provide financial guidance including planning around UC assessment periods and better off calculations (BOCs), to ensure that customers are fully informed about the financial benefits of returning to work and how they will pay their rent or any rent arrears.
- Closely monitor and record the progress of all customers who are supported, including auditable outcomes evidence wherever possible.
- Where practicable, develop co-location and outreach opportunities to enable effective resident engagement and service delivery within SNG communities.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the building safety & compliance team for consideration and/or investigation.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

## General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

## **Knowledge and Skills:**

### Essential

- Experience of delivering professional advice, guidance and employment support services with a coaching approach.
- Exemplary communication skills with an ability to engage customers, stakeholders and colleague effectively.
- Passion for delivering exceptional services to customers.

### Desirable

- Hold a level 4 qualification or above, or be willing to work towards one, in advice and guidance or another relevant and transferrable subject.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	1327	Erica Watts	10/2022	
2.0	4504	Matt Buckham	27/09/24	