



JOB DESCRIPTION

SERVICE: Programme and Fund Services

SECTION: The People Hub

JOB TITLE: **People Hub Connector**

RESPONSIBLE TO: Head of Programme and Fund Services

FUNDED BY: European Social Fund, Cornwall Council

SUPERVISORY RESPONSIBILITY: None

KEY RELATIONSHIPS:

Internal: CDC Manging Director, Head of Programme and Fund Services, Head of Corporate Services, Finance, Claims and Audit Team, Cornwall and Isles of Scilly Skills Access Hub and Growth Hub

External: Cornwall Council, delivery partners, People Hub Steering Group, DWP Cornwall & Isles of Scilly Local Enterprise Partnership, Employment and Skills Board (LEP), Inclusion Cornwall (CC), Jobcentre Plus, stakeholders, Cornwall Chamber, employers, voluntary sector

MAIN PURPOSE OF THE JOB:

- To be the principal point of contact by phone, face to face or email for individuals accessing the People Hub, undertaking triage and Information, Advice and Guidance and making appropriate referrals to delivery partners or a range of appropriate ESF or mainstream providers.
- To develop and maintain a comprehensive knowledge of the range of potential skills offerings available to clients so that appropriate referrals can be made.
- To co-ordinate skills interventions with clients and to support the monitoring of their development/growth journey over an extended period of time
- To ensure the most appropriate referral for the client and to offer suggestions on occasion where alternative support options are available.

KEY TASKS:

Service delivery

- To act as a principal point of contact for eligible participants approaching the People Hub (via telephone or email).
- To undertake and document initial response work with participants.
- To develop and exhibit an excellent level of knowledge of the range of skills and employment offerings available to ensure all referrals for third party skills interventions are soundly based on employer need and availability.
- To provide effective support for eligible participants based on IAG principles and goal setting.
- To develop effective action plans based on SMART objectives for participants.

- To use professional expertise (with participants's agreement) to make appropriate referrals to other skills providers and/or provide information on a 'right time, right place' basis.
- To develop and actively maintain a programme of follow-up interactions with participants to track progress.
- To ensure participant data is accurately recorded and maintained on the People Hub CRM.
- To communicate with clients who are not eligible for funding under EU programmes to signpost them with alternative funding options.
- To record all requests for skills support from non-eligible participants so that the volume and scope of such requests can be analysed at a later date.

Relationship management

- To work closely with the Community Connectors (Konnect) to build strong relationships and ensure excellent co-ordination and seamless support for eligible participants.
- To develop and maintain strong relationships with skills and other support providers and professionals to ensure positive and effective outcomes for clients.
- To build, develop and maintain high level relationships with key local stakeholders to promote the work of the People Hub and to co-opt referrals from other professionals active in skills and employment related markets.
- To represent the People Hub at events, seminars and workshops in order to raise awareness of its objectives, including being clear about eligibility issues.
- To be able to link clients with a range of local and national skills initiatives

Service development

- To share knowledge and expertise with strategic partners and potential clients in order to identify and access additional participant relationships, especially with harder to reach clients.
- To support the People Hub Manager in the development of the project to ensure a culture of continuous improvement.
- To work with the independent evaluators to ensure that findings are considered and acted upon to inform a practice of continuous development.

Technical

- To share technical knowledge and expertise with the wider team and other stakeholders, including participants, on the role of the People Hub, eligibility criteria and processes.
- To actively maintain up-to-date professional knowledge in European and UK skills funding to ensure professional/industry credibility.
- To ensure that best practice (as set out in CDC policies and procedures) is exhibited at all times

Leadership & management

- To closely work with other team members to ensure that resources are aligned with priorities and that agreed outcomes are delivered.
- To join assigned project teams on complex and high profile areas of activity.

Performance reporting & management

- To record participant data accurately on the CRM and ensure that this is fully and accurately updated upon subsequent interventions with the client
- To monitor and report on Results and Outputs as required by the funding body and other stakeholders
- To maintain all internal files and data for allocated clients in accordance with Managing Authority contractual obligations, CDC requirements and adopted People Hub practices, ensuring that the project passes scrutiny from all internal and external audit reviews

Resource management

- To support the management of any allocated budgets, helping to ensure that spend is effective, value for money is achieved and risks are managed.
- To manage own time and interactions with participants so that it is efficient.

Customer feedback

- To ensure that participants are aware that customer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.
- To draft written responses to enquiries or complaints as required for the People Hub Manager or Head of Programme and Fund Services.

KEY RESULT AREAS:

- To provide a high quality service that meets the needs of participants in terms of facilitating their access to skills and employment support and delivery.
- To develop and maintain a high level of knowledge and expertise to ensure the widest possible knowledge of support for participants.
- To timely and accurately report progress and achievements of work via the People Hub CRM.
- To ensure participant records are maintained to a high standard and be compliant in respect of the contractual obligations set out by funders.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for other members of staff
- Project a positive image to internal and external contacts and customers
- Demonstrate the People Hub's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for professional and personal development on a continuous basis.
- Participate actively and positively in the effective management of activities within the team and across the Company
- Display strong customer and commercial focus towards the delivery of all work
- Support the identification and securing of additional funding opportunities
- Carry out responsibilities with due regard to the General Data Protection Regulation and current Data Protection policy
- Carry out responsibilities with due regard to the CDC's Equality of Opportunity Policy as adopted by the People Hub and the Equality Act.
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the People Hub in your own or other departments.



This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: August 2019

Approved by manager: August 2019

Evaluated by HR:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Programme and Fund Services
SECTION: Cornwall & Isles of Scilly People Hub
JOB TITLE: People Hub Connector

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent knowledge of national and local skills provision and funding methodologies • Excellent experience of developing effective action plans for individuals • Good experience of record keeping and working to high and compliant standards • Good understanding of general business issues • Excellent experience of Information, Advice and Guidance processes • Experience of working with government policy on skills and apprenticeships 	<ul style="list-style-type: none"> • Prior SME employment experience • Understanding of Apprenticeships 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Level 4 or above professional qualification in Advice and Guidance, Coaching/Mentoring, Management Or Education or equivalent. 	<ul style="list-style-type: none"> • Customer Service qualification. 	<ul style="list-style-type: none"> • Application form / CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent communicator at all levels of an organisation • Excellent networking skills • Ability to work within a multi-disciplinary team • Ability to work on own initiative or as part of a team • Attention to detail • Strong report writing skills • Time Management • Integrity and honesty 		<ul style="list-style-type: none"> • Application form / CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent understanding of EU and mainstream funding structures and programmes. • Detailed knowledge of local and national skills offerings so that their deployment can be effectively maximised • Ability to use initiative, to innovate and discuss solutions with businesses that are achievable and realistic • Good research skills and the ability to assess and interpret data • Good understanding of sustainability and E&D matters 	<ul style="list-style-type: none"> • Detailed knowledge of Cornwall and its business landscape, infrastructure and skills requirements 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Fully competent in the use of ICT including the main Microsoft packages • Access to own vehicle • Some flexible working outside normal office hours may be required 		<ul style="list-style-type: none"> • Application form / CV • Interview • References