

JOB DESCRIPTION

SERVICE:	Skills Development
SECTION:	Lizard Pathways
JOB TITLE:	Engagement Coach <i>DBS Enhanced Disclosure check required for this post</i>
RESPONSIBLE TO:	Team Leader – Restart
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Internal:	Lizard Pathways Manager Team Leader - Restart Delivery Support Officer Lizard Pathways Delivery Team Head of Skills Development CDC Finance Team
External:	Seetec Plus Job Centre Plus Department of Work & Pensions Funding and Partnership providers Local Employers

MAIN PURPOSE OF THE JOB:

To be the initial first point of contact for referrals of eligible participants from Jobcentre Plus and Seetec, creating an excellent impression and providing a professional helpful response to queries received by the Restart team.

To support the Restart team in coordinating help for eligible participants by assisting with administrative and compliance procedures and assembling management information for the Team Leader and Lizard Pathways Manager.

KEY TASKS:

Service delivery

- Meet contractual standards for customer service by delivering a positive experience to all eligible participants, supporting their engagement with the Restart scheme and action plan progress.
- First point of contact and co-ordinator of 'warm handover' meetings with potential participants, working closely with the Seetec Call Centre, JCP Advisers and Restart Employment Advisers when joining the Restart programme.
- Receive telephone and general email enquiries from participants and stakeholders, signposting to the relevant Restart team member.

- Contact participants ahead of their engagement visits, ensuring they are on track to attend, know the location/route and address any concerns.
- Manage a small caseload of eligible participants at appropriate times of peak demand, delivering Matrix accredited Information Advice & Guidance (IAG).
- Engage with individuals through remote, lone and outreach working adopting flexible working practices where necessary and to be responsible for own time management agreed through the Team Leader and Lizard Pathways Manager.

Relationship management

- Provide tailored support to the Employment Account Manager in all aspects of job-search and interview preparation to ensure that customers are matched to the right job that enables them to sustain employment.
- Liaise with Restart and wider Lizard Pathways team to help optimise attendance and engagement for all participants.

Service development

- Organise and undertake job search/job club activity on a 1-2-1 or group basis, e.g. preparing CV's, support with job applications, promoting relevant job opportunities to participants.
- Daily update of the latest local 'Hot Jobs' across a range of sectors, which meet participant job goals.
- Develop an understanding of specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, benefits, housing, etc.
- Support the continuous improvement of the Restart service by identifying areas that would improve any element of the team and its delivery, and work with the Team Leader to address those issues.

Technical

- Where required, provide appropriate training/guidance to customers to help them master digital technologies, in order for them to engage in guided self-service learning materials and online job vacancies.
- Assist senior staff in developing the effectiveness of service delivery.
- Work with the Employment Advisers to establish and maintain customer service reporting systems including methods of feedback and collate management information on progress for the Team Leader and Lizard Pathways Manager.

Leadership & management

- To maintain and develop up to date local labour market knowledge whilst being aware of economic trends and developments that can influence the employment prospects and career paths of individual clients.

Performance reporting & management

- Prioritise and manage own personal workload.
- Lead on 'participant forums' to obtain feedback about the services provided to help identify and improve service delivery.
- Meet, and strive to exceed, personal and team performance targets.



- Maintain all internal files and data in accordance with audit and regulatory requirements and company practices.

Resource management

- To present and complete all paperwork in a clear, accurate and auditable format for the Restart scheme.

Customer feedback

- Contribute to the accurate completion of customer feedback systems for the team.

KEY RESULT AREAS:

- To provide a high quality, responsive and professional customer service to participants and stakeholders and addressing queries in an accurate and timely manner.
- To support the Team Leader in ensuring that the provision is in compliance with the contractual obligations of the Restart programme.
- To support the Employment Account Manager to obtain appropriate Job Start evidence, ensuring requirements are met to support validation and to maintain accurate records.
- To support the Employment Advisers and Employability Trainer in delivering and resourcing a variety of IAG activities and employability-based training to eligible participants to help meet contractual targets.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company'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 own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- 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 Company 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: **April 2021**

Approved by manager:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Skills Development
SECTION: Lizard Pathways
JOB TITLE: Engagement Coach

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Experience of working in a high quality customer service environment • Experience of working to customer service targets • Experience of working effectively in and supporting a small team environment 	<ul style="list-style-type: none"> • Experience in Advice and Guidance or equivalent. • Experience of delivering one to one support. • Experience of challenging inappropriate attitudes, behaviour and beliefs. • Experience of working in a target driven environment. 	<ul style="list-style-type: none"> • Application Form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Level 2 Literacy/numeracy • Fully IT literate in using a range of Microsoft Office programmes and modern digital technologies. 	<ul style="list-style-type: none"> • NVQ2 in Advice and Guidance or working towards with equivalent experience. 	<ul style="list-style-type: none"> • Application Form / CV • Certification • Interview

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Good interpersonal skills, both with individual clients, families, the team and with external partners and employers. • Sound communication skills both written and verbal. • Adaptable and able to react positively to change. • Motivating, thorough, reliable, diplomatic, people-friendly and compassionate. 	<ul style="list-style-type: none"> • Ability to contribute to customer service improvement and methods of feedback. 	<ul style="list-style-type: none"> • Application Form / CV • Interview



KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to work independently. • Competent and confident to engage with customers in a range of ways, including Face-to-face and Digital. • Knowledge of social and economic issues in Cornwall. • Proven ability to manage and prioritise own workload. • Sound organisational and administrative skills. • Thorough understanding of Equality and Diversity /Safeguarding and the Data Protection Act. 	<ul style="list-style-type: none"> • Knowledge of generating publicity and awareness for projects. 	<ul style="list-style-type: none"> • Interview

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Access to own vehicle and ability to travel throughout the County. 		<ul style="list-style-type: none"> • Application • Interview