| **Essential** | **Desirable** |
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| **Essential experience and knowledge** | |
| * Have an in depth knowledge and understanding of the needs of multi-generational workless families/individuals with multiple and complex problems. * Be experienced in delivering one to one guidance to support disadvantaged individuals/families overcome barriers to employment, including; lack of confidence, parenting skills, childcare and behavioural issues, debt, limited basic skills and health issues. * Experience of managing own caseload in a employability focussed, performance orientated environment, meeting deadlines, achieving and often exceeding agreed target outputs and job outcomes. * Experience of consistently devising and documenting personalised and SMART client Action Plans and tracking progress by carrying out regular Action Plan reviews in line with monitoring and quality requirements. * Be experienced in handling difficult and sensitive situations. * Experience of carrying out community engagement and inspiring clients to access and successfully complete programme activities. | * An understanding of local training opportunities. * Knowledge of the benefit system and legislation. * Experience of delivering DWP/ESF employability programmes. |
| **Education and qualifications** | |
| * ‘C’ or above in GCSE English or equivalent * Knowledge of MS Office, Excel and email | * NVQ level 3 or above in Information Advice and Guidance |
| **Abilities and skills** | |
| * Establishes and maintains excellent working relationships. * Ability to communicate with a diverse range of communities and individuals * Ability to advocate for local people, whilst keeping good working relations with service providers * Demonstrates initiative. * Excellent written and oral communication skills. * Prioritises own work to achieve outcomes. * Works effectively with tight deadlines and under pressure. * Understands the need for and maintains confidentiality at all times. * Awareness of safeguarding issues that might face vulnerable people in the community * Good communication skills, including written skills. * Ability to carry out administrative tasks efficiently and effectively. * Ability to use information technology systems to carry out duties in the most efficient and effective manner. |  |
| **Traits and characteristics** | |
| * Innovative and creative approach to tasks. * High level of commitment to finding new ways to improve the lives of local people * Reliable, adaptable, enthusiastic and with a sense of humour. * Team player who contributes well to groups. * Passionate in pursuing organisational objectives. * High level of tact and discretion when dealing with sensitive information * Proactive and able to work under pressure to meet targets. * Able to enthuse and communicate well with clients experiencing complex barriers to employment. * Positive can do, flexible and resilient attitude to meet the varying demands of the role. * Commitment to the promotion of equality and diversity in service provision. * Ability to work effectively as part of a team in a multi-agency environment. | * An understanding of equality and diversity issues within a diverse and multi-cultural environment with a commitment to tackling discriminatory practices |
| **Circumstances** | |
| * Willingness and ability to work outside normal office hours, including evenings and occasionally at weekends * Fit to carry out all tasks associated with the post. * Willingness to work remotely in the community * Willingness to undertake basic or enhanced DBS check as appropriate. * Must be eligible to work in the UK. | * A full UK driving licence and use of car for work. |