| **Essential**  | **Desirable**  |
| --- | --- |
| **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.
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| **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
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| **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.
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| **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
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| **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.
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