

## Job Description – Employment Coach

Located in	Reporting to	Hours
Coalville and Melton	Centre Manager	37.5 Hours per week, Monday to Friday 9am to 5pm

### Job Purpose

An exciting opportunity for you to develop your career with the third fastest growing training provider in the United Kingdom. Acorn Training is a highly successful, skills, justice, employment and health provider with strong corporate values and inclusive ethos – winner of The World Skills UK Social Inclusion and Diversity Network of the Year award.

You will join us at our most exciting time, with strong plans to double the size of the business each year over the next 5 years, spearheading opportunities to get The United Kingdom back to work and improving the skills of the workforce; enabling strong and sustainable future careers for all.

### Key Responsibilities

- Manage a customer case load effectively to ensure customer realise their full potential and move into sustainable employment
- Provide one to one information, advice and guidance sessions to customer currently seeking sustainable employment
- Prepare job search materials and differentiated products to meet the needs of the customer
- Work with local employers and develop an awareness of the local labour market to identify key opportunities for customer and employers
- Support and sign post customer identified pastoral needs
- Provide information, advice and guidance on learning programmes and qualifications
- Coach customers and promote positive behaviours associated with employment
- Monitor own performance ensuring that customer attendance and success measures are above national benchmarks and are in line with contractual requirements
- Keep accurate records to monitor customer progress towards individual goals, setting effective SMART targets
- Work with various customer groups including young adults, adults, customers with learning difficulties and disabilities, lone parents offenders and offenders in the community
- Identify and signpost for support customers with literacy and numeracy skills development needs, promoting independence and learning skills
- Ensure that policies with regards to Child and Adult at Risk are adhered to

- Ensure that policies with regards to Data Security are adhered to
- Maintain a positive and professional company image at all times
- Support the company Quality Policy and Information Security priorities
- Support the company’s equality of opportunity statement at all times
- Work safely, supporting the company Health and Safety Policy
- Perform any additional requests in line with the key responsibilities of this role

### Key Performance Indicators

- Referrals to schemes within Acorn Training
- Monitoring outcomes for each candidate
- Face to Face meetings which each candidate in line with company expectations and standards
- Customer service satisfaction

### Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the polices, follow safe working practices and complete any mandatory training.

### General

- Be aware of and follow all Acorn Training policies
- Have regular 121’s throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing
- Take part in any required training needed to fulfil your role

### Person Specification

Criteria	Essential	Desirable
<b>Qualifications and specific training</b>	<ul style="list-style-type: none"> <li>• Full NVQ Level 2 in customer service, business administration, accounting, or IT</li> <li>• GCSE (or equivalent) in English Language and Mathematics</li> <li>• Level 2 IT Qualification, such as ECDL (European Computer Driving Licence)</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 Information, Advice and Guidance qualification</li> <li>• IEP Accredited Sector Induction (Level 2)</li> <li>• IEP Accredited Certificate in Employability Practice (Level 3)</li> <li>• First Aid at Work Certificate</li> <li>• IOSH Health and Safety Qualification</li> </ul>

<b>Experience</b>		<ul style="list-style-type: none"> <li>• Skills for Life awareness</li> <li>• Knowledge of the local labour market</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Barriers to learning and employment</li> <li>• How to support customer and promote independence</li> <li>• Support strategies for various customer specific needs</li> <li>• Delivery of Learning and Skills Council and/or DWP contracts</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Full Driving licence with access to a car with Business Insurance</li> <li>• The ability to work under pressure in a highly performance driven organisation</li> <li>• The ability to work effectively as part of a team</li> <li>• The ability to work accurately and actively programme solving</li> <li>• The ability to reflect on your own performance to support quality improvement</li> <li>• The ability to manage time effectively and plan your own work load</li> <li>• The ability work with little supervision or guidance</li> <li>• The ability to maintain one's own motivation when things are getting tough</li> <li>• The ability to be proactive</li> <li>• The ability to understand one's own limitations within the role</li> </ul>	