



European Union
European
Social Fund

**NORTH
OF TYNE
COMBINED
AUTHORITY**

**NORTH
OF TYNE
WORKING
HOMES**

Job Title: Employability Officer
Grade: Y4A
Reports To: Employability Manager

Key job element

- Support the delivery of the employability agenda to help unemployed YHN customers develop the skills and opportunities to move off benefits and into employment.
- Plan and deliver the pre-employment programmes that feed into the Your Homes Your Jobs and Apprenticeship programmes.
- Plan and deliver Job Clubs for YHN Trainees and Apprentices and support other Employability Team events and training courses where necessary.
- Develop strong links with teams across YHN and actively promote the importance of the employability agenda to ensure work that supports it is embedded and maintained across the organisation.
- Support the Employability Manager in developing employment pathways with local employers and training providers.
- Lead on the planning and delivery of engagement events including Jobs and Training Fairs.
- Work closely with external employability organisations and referral partners to ensure that relationships are develop and maximised for the benefit of YHN tenants.
- Provide a range of support to projects that are delivered within the employability programme including; promoting our employability agenda, arranging meetings, collecting and maintaining data, booking events, taking minutes, sending letters and being the first point of contact for the Employability Team.
- Co-ordinate the Employability referral process; including taking referral calls, managing the referral system and reporting referral outcomes to the Employability Manager and other YHN Managers.

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Positive approach to working with customers, including showing a broad understanding of the labour market and the barriers that prevent unemployed customers from gaining employment.
- Enthusiastic and proactive with well-developed communication and influencing skills, and able to adapt communication styles to engage with people at all levels.
- Confident, resilient, well-organised and able to make presentations to staff, customers and

stakeholders.

- Experience in working directly with people to develop their skills.
- Experience in initiating and developing positive working relationships with partner organisations and internal stakeholders.
- Wide range of office administration skills including the ability to use and produce information from different IT systems.

Desirable Criteria

- Experience in organising small and large-scale events.

- All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change.

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude.