



Job Description

Directorate Customer & Communities	Grade F
Service Income Management & Employability	Job evaluation number C2710
Reports to Youth Employment Initiative Team Leader	Responsible for N/A

Job purpose and role

- To support a caseload of Youth Employment Initiative (YEI) participants to help them build resilience, overcome barriers to economic inclusion and move towards sustainable employment and financial wellbeing. To contribute to the development and successful delivery of the YEI programme and a 'one team' approach, so that participants receive a high-quality, holistic service which enables them to prosper and fulfil their potential. This post is funded through ESF and the Youth Employment Initiative (YEI) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England.

The Youth Employment Initiative (YEI) is an EU funded programme to help unemployed 15-29 year olds improve their skills and move into employment, training or education.

Main duties and key result areas

- Responsible for supporting a caseload of YEI participants, collaborating with key internal (particularly the Employability HUB) and external services to achieve the best outcomes for each participant and the wider community.
- Deliver an efficient and effective customer facing service which is fully integrated into the wider YEI programme, contributing to the development of practices as necessary
- Promote the service locally and regionally to create opportunities to enhance and develop the YEI service offer, consulting with participants, colleagues and key partners as appropriate

Job Description and Person Specification Youth Employment Initiative Advisor

Document owner
Head of HR Services

Document no: BH-JD-YEIAd

- Maintain accurate and auditable records to meet funding criteria.
- Work across the YEI service providing intelligence to influence the Employment HUB delivery to meet the needs of participants and successful retention into the employment opportunities created
- Address barriers using an imaginative and flexible approach to participant engagement, through a range of methods, including 1:1 and group work to support the diverse needs of participants.
- Assist the YEI Manager to monitor outputs and outcomes relating to the YEI programme
- Assist with activities associated to the YEI programme as and when required
- Carry out other duties within the scope of the post
- Maintain confidential and accurate notes and action plans on YEI participants using a shared management system
- Prepare for and contribute to YEI team meetings and utilise these as a vehicle to share good practice, seek and provide support
- Establish and maintain working relationships with colleagues, customers and externally with key partners and stakeholders
- To use initiative and creativity in order to tackle problems and decide on the appropriate course of action
- Some decisions will need to be made without supervision, more complex decisions being referred to the YEI Manager or HUB Manager.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations,

Job Description and Person Specification Youth Employment Initiative Advisor

Document owner
Head of HR Services

Document no: BH-JD-YEIAd

policies and procedures

- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
2	March 2018	Person specification updated

Job Description and Person Specification Youth Employment Initiative Advisor

Document owner
Head of HR Services

Document no: BH-JD-YEIAAd

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Excellent communication skills and an ability to identify opportunities, work in partnership and negotiate effectively to achieve positive outcomes	E
	Able to prioritise to achieve realistic targets, costs and time deadlines	E
	Ability to keep accurate records for audit purposes and compliance with the funding requirements.	E
	Ability to engage with and motivate young people to meet agreed goals.	E
	Effective use of IT and media as appropriate	E
	Experience of coaching and developing others, including people who are new to the world of work	E
	Ability to write and present reports	E
Knowledge and experience	Knowledge of youth issues and barriers in the Tees Valley	E
	Good understanding of value for money principles	E
	An understanding of the national, regional and local context relating to economic inclusion and an awareness of how economic exclusion may affect Participants, communities and the project	E
	2 years' experience of working in the welfare to work sector	E
	Good relevant experience of working as part of a team with a holistic approach to service delivery	E
Qualifications	Level 3 Information, Advice & Guidance or willing to work towards completion within the first 6 months	E
	Teaching qualification or equivalent (such as CTTL'S/PTTL's)	D
	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	D
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E