HR reference only: JE Code A3665

Your Homes Newcastle

European Union
European Social Fund

NORTH OF TYNE COMBINED AUTHORITY

NORTH OF TYNE WORKING HOMES

Job Title: **Employability Officer (Project Lead)**

Grade: **Y5**

Reports To: **Employability Manager**

This post is part of the North of Tyne Working Homes project. The post is funded by the European Social Fund as part of the England 2014 to 2020 European Structural Investment Funds (ESIF) Growth Programme.

Key job element

- Provide employability support and training for customers engaged through funded programmes.
- Develop and maintain positive relationships with external partners, training providers and employers so that opportunities for joint working are maximised to benefit customers.
- Create and deliver bespoke plans for customers to support their progression.
- Maintain detailed records and customer information and produce reports on a regular basis.
- Develop systems and processes to manage and co-ordinate referrals from other partners.

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 barriers that prevent unemployed people from entering the labour market.
- Ability to work with customers, both 1-2-1 and in groups, to improve their employability skills.
- Experience in designing and delivering training sessions.
- Experience in delivering presentations to customers and partner organisations.
- Wide range of office administration skills including experience using bespoke IT systems.
- Enthusiastic and proactive with well-developed communication and influencing skills, and able to adapt communication styles to relate to people at all levels.
- Confident, resilient, well-organised and able to make presentations to other organisations, colleagues and customers.
- Committed to supporting people reach their potential regardless of their background.

Desirable Criteria

- Well-developed written and IT skills, including experience of capturing and presenting data which evidences the work of the programme and its outcomes.

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- Demonstrable record of prioritising and delivering a varied workload to a high standard, and within the time constraints generated by a project-based approach.

- 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 **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*
*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

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- 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.

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