

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  <b>Finance, Development &amp; Business Services</b>		<b>Service Area:</b>  <b>Inclusive Growth &amp; Development – Economic Development</b>
<b>JOB TITLE: Training Coordinator</b>		
<b>GRADE:</b>		
<b>REPORTING TO: Employment and Training Hub Manager</b>		
<b>1.</b>	<b>JOB SUMMARY:</b> To deliver support in partnership with a range of specialist services to reduce the numbers of unemployed residents in the Borough.  To organise, manage, co-ordinate and evaluate the provision of training on behalf of businesses within the Borough, providing support, advice and guidance and acting as a key point of contact between employers and training providers to facilitate training and fulfil skills gaps.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1.	To be responsible for promoting training and employment opportunities to residents of the Borough and advising on the most appropriate way to engage with support organisations, enabling them to move closer to employment or training.
	2.	To develop and maintain effective relationships with residents of the Borough and potential employers through face to face or other communication channels (including social media) to increase employment and training opportunities.
	3.	To proactively engage with local businesses to identify training opportunities and provide a central point of contact for employers for all recruitment and training needs.
	4.	To upskill local-residents to ensure that they have the necessary skills, behaviours and qualifications required by industry. To support the development of appropriate pre-employment training courses or Sector-Based Work Academy Programmes to meet local needs, working in collaboration with relevant training organisations to deliver them.
	5.	To support the recruitment coordinator to ensure that local-residents have the necessary skills and qualifications required by employers.
	6	To undertake business engagement activities including training needs analysis to understand needs and gaps.
	7.	To assist in planning, creating and implementing training courses and materials on behalf of employers in the Borough, incorporating Labour Market Intelligence.
	8.	To identify relevant funding streams including opportunities for delivering full cost provision.

9.	To provide information, advice and guidance to businesses in relation to training and upskilling.
10	To take responsibility for the case management and sign-posting of employment and training related activities. These activities would include the provision of advice and guidance on funding and access to services provided by the council and its partner agencies.
11	To develop and maintain up to date knowledge of curriculum activity and knowledge of services delivered by partners and other organisations.
12	To capture, interrogate and analyse data and intelligence to inform service improvement & Council decision making, in particular, for the purpose of supporting employment and training provision.
13	To work with residents and businesses in local group settings or individual basis, ensuring that interventions are well planned, accurately recorded, and effectively evaluated.
14	To liaise and consult with clients, businesses, training providers, community groups and other key stakeholders.
15	To actively collaborate with others including other Council services, partner agencies, government bodies, the private sector and other relevant organisations as required.
16	To assist in the preparation and presenting of reports and briefing papers to Management, Cabinet, committees and boards as required
17	To take reasonable care of your own health and safety and co-operate with management, so far as necessary, to enable compliance with the Authority's health and safety rules and legislative requirements
18	To adopt, utilise and demonstrate Customer Service Excellence principles.
19	To undertake such other duties and responsibilities commensurate with the grading and nature of the post

**3. GENERAL**

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)	.....	.....	.....

**Job Description dated            September 2021**



## PERSON SPECIFICATION

Job Title/Grade	Employer Training Coordinator	
Directorate / Service Area	Finance, Development & Business Services	Inclusive Growth & Development – Economic Development
Post Ref:		

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	Educated to degree level or equivalent in a relevant subject area or equivalent demonstrable level of directly relevant work-related experience.	Membership of relevant professional body	Application form
Experience	<ul style="list-style-type: none"> <li>- Experience of working in an education/training provider setting</li> <li>- Experience of providing full-scope training materials, from analysing company needs, to development and implementation.</li> <li>- Significant experience of proactively engaging with businesses, training providers and residents to deliver a training solution.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in consultation techniques involving Members of the Council, external agencies, businesses and the community.</li> <li>- Experience of delivering training</li> </ul>	Application / Interview

	<ul style="list-style-type: none"> <li>- Significant Experience of working with unemployed people who may present challenging behaviour or demonstrate a range of emotional issues.</li> </ul>		
<p>Knowledge &amp; Skills</p>	<ul style="list-style-type: none"> <li>- Significant knowledge of relevant employment issues and training opportunities within the Borough</li> <li>- Knowledge of funding streams in relation to employment and training.</li> <li>- An understanding of training policies, practices and frameworks to ensure quality and regulatory compliance.</li> <li>- A good understanding of business needs and the factors impacting on training/upskilling and effective routes to support this.</li> <li>- A good understanding of the funding and financial issues relevant to the delivery of employment and training locally.</li> <li>- Ability to capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements</li> <li>- Ability to work flexibly and adapt to changing work priorities.</li> <li>- A good knowledge and the practical application of technology applications in Word, Excel, Power Point, Internet and client relationship management systems.</li> <li>- Knowledge of funding provision i.e. APPS, AEB, Routes to work etc</li> </ul>	<ul style="list-style-type: none"> <li>- An understanding of relevant issues associated with Inclusive Growth and Economic Development.</li> <li>- Ability to appoint and oversee training providers.</li> <li>- An understanding of safeguarding issues</li> </ul>	

	<ul style="list-style-type: none"> <li>- A good knowledge and understanding of the local labour market.</li> </ul>		
<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> <li>- Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>- Ability to be innovative in responding to changing situations.</li> <li>- A positive attitude to dealing with issues and risks.</li> <li>- A pleasant and outgoing personality, with enthusiasm and the ability to inspire others.</li> <li>- The ability to communicate clearly both orally and in writing with a wide range of people and organisations.</li> <li>- High personal standards and self-discipline in working unsupervised and to deadlines.</li> <li>- Ability to work as part of a team involving people from a wide range of backgrounds including residents, businesses, internal and external partners and Members.</li> <li>- Ability to benefit from training relevant to the post.</li> </ul>	<ul style="list-style-type: none"> <li>- Willingness to participate in all aspects of employment and training development and delivery.</li> <li>- Ability to manage sensitive and confidential information, and knowledge of data protection and data security, where relevant.</li> <li>- Confidence to work independently dealing with employment and training issues across the Council.</li> </ul>	<p>Application / Interview</p>
<p>Other requirements</p>	<ul style="list-style-type: none"> <li>- Must be able to vary working hours to incorporate evening and weekend meetings as required</li> <li>- Due to the frequent need for travel across the borough and the need to meet business targets, the need to</li> </ul>		

	drive a car is a requirement of this post.		
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**Person Specification dated September 2021**