

## Job Description: Employment Support Worker, London

<b>JOB TITLE:</b> Work Champion (London)	<b>DEPARTMENT:</b> Clean Slate Training
<b>REPORTS TO:</b> Training Manager	<b>LOCATION:</b> London
<b>HOURS:</b>	<b>STARTING RATE OF PAY:</b> National Minimum Wage plus 10% upon completion of training, induction and checks

### 1. COMPANY MISSION

To create and support work and training opportunities for people from groups facing barriers to the labour market

### 2. MAIN PURPOSE OF ROLE

1. To engage, inspire, assess and develop jobseekers towards employability through delivery of a job preparation service in London and by linking them into appropriate services
2. To be an integral part of the Clean Slate team, supporting and administrating the recruitment service and its workers, and associated projects including Clean Slate Distribution contracts in the local area
3. Managing local teams and maintaining admin systems required to ensure maximum social impact and quality service

### 3. KEY RESPONSIBILITIES

#### Supporting Centre Services/ Delivery of Employment Support

1. Circulate CSTE information to attract/ engage job seekers
2. Inform customers of all opportunities available through CSTE including: inductions, training, job search, and sessional and regular work
3. Be an ongoing point of contact for customers looking for work and deal with enquiries from other agencies
4. Undertake CSTE MOT with all customers to assess job readiness and develop an action plan to identify and guide all training and job search activity
5. Monitor customer progress against action plan
6. Ensure customers of the Centre are always focussed on what kind of work they could do well in and develop their CVs accordingly, looking forward not backwards
7. Deliver job-related training (On the Job), support and informal coaching for customers who are job seekers,
8. Signpost customers to specialist services to overcome barriers to work/ employability highlighted by the MOT, (eg, drugs/ alcohol, housing, health, Benefits and financial exclusion)
9. Build strong relationships with other agencies so Customers can access advice (in particular welfare rights)
10. Ensure facilities, including IT, are operational and accessible
11. Maintain records to enable completion of returns required by commissioners, for quality assurance and monitoring, eg, through Salesforce and Aspirations Survey
12. Routinely utilise and maintain contact databases of service users and agencies
13. Pass on any contacts, eg, employers and funders, that could be useful for other CSTE projects to MD

## **Clean Slate Employment**

Support the Employment Coordinator to:

1. Advertise CS Employment vacancies in centres and encourage jobseekers to enrol/ apply
2. Ensure all information on customers interested in Agency work is available on Salesforce including 'Pen Pics' (person profiles), CVs, enrolment forms and ID information so that customers can be promoted to employers and can start work when a suitable post is identified
3. Support the 'job matching' process to help find the right job for the right people, maximising the chances of success with each placement
4. When placements are confirmed support your customer to start work, maintain supportive contact and identify/ remedy potential problems where possible, keeping the Recruitment Sales Coordinator informed of any issue which may impact on job performance
5. Provide support to workers on filing paperwork for payroll and payment purposes
6. Focus on CV development and support the development of work preparation workshops

## **Business Development**

Working with the Training Manager:

7. Ensure sustainability of the Centre, develop funding streams for training and new commercial activity (grants, local authority commissions and sales income)
8. Keep vigilant for sales leads and useful contacts for developing CSTE
9. Distribute marketing materials as directed

## **General – all posts**

10. General admin support, telephone cover, mail/email correspondence, filing, diary management, sorting and distributing mail. (This post is self-administrating)
11. Dealing with all paperwork associated with this post
12. Maintain good communications and relations with colleagues, attending team meetings and company training where necessary
13. Adhere to and implement equal opportunities, health and safety, and other company policies, (including support for implementation of disciplinary procedures as asked and where appropriate)
14. Commitment to Clean Slate's social and wider commercial objectives
15. Any other duties commensurate with this post

## 2. Experience and Qualifications

Experience of working with people from different backgrounds and cultures	Essential
Experience of working with challenging people	Essential
Experience of delivering training	Very Preferable
Experience of supervising the work of others	Essential
Excellent communication skills	Essential
Excellent organisational and admin skills	Essential
Competence with Microsoft Office packages	Essential
Ability to work on own initiative	Essential
Reliable and committed	Essential
Willingness to learn	Essential
Ability to use e-mail and internet	Essential
Experience of working as part of a team	Essential
Able to work to deadlines	Desirable
Good networking skills and experience of partnership working	Desirable
Driving Licence and access to vehicle	Desirable
Experience of delivering employment support	Desirable
Ability to secure funding or increase commercial activity	Desirable