Please Contact: HR
Telephone contact: 01484 242000

Dear Applicant

Vacancy for Progression Coach

We are delighted that you are interested in joining us at C+K. A copy of the Job Description and Person Specification is included in the application pack.

It is important that you read these documents before you submit your application, to make sure that you demonstrate how you meet the Essential and Desirable criteria required for the post. Shortlisting will be carried out based on the information you provide.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974, so you will need to read and policy Recruitment of Ex-offenders and complete Section 9 of the application form.

Shortlisting usually takes place within 10 working days of the closing date. Therefore, if you have been selected to attend interview, you will have heard from us by this time. Unfortunately, due to the volume of applications that we receive, we are not able to contact applicants to inform them that an application has been unsuccessful and we are unable to provide feedback on shortlisting.

We do however, thank all our applicants for the interest, time and commitment they have shown by responding to our vacancies. We will always welcome further applications from unsuccessful applicants for other posts that we advertise.

If you have any special needs arising from a disability and require any of the recruitment information in any other format, or need any other assistance, please let us know.

I hope that having read the job description and personnel specification, you are able to apply for this position, and I look forward to receiving your completed application, which should be sent to **recruitment@ckcareers.org.uk** by the end of the closing date deadline. Your application will be acknowledged by an automate email and you will only be contacted if you have been shortlisted for an interview.

Thank you once again for your interest.

Yours faithfully

HR Support Officer

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CDI Career Development Institute Affiliate Organisation

POST: Progression Coach (Context of post may vary)

GRADE: Salary Points 23-27

REPORTS TO: OPERATIONAL MANAGER

JOB PURPOSE:

To provide progression and employability support to clients in line with contract requirements.

To enable all young people and adult customers on caseloads to participate effectively in appropriate learning and employment opportunities and activities by providing impartial information, advice and support, in line with contractual requirements.

Raising aspirations and self-confidence and removing barriers to education, employment and training by brokering access to a range of specialist services enabling clients to reach their full potential.

MAIN DUTIES

- To provide information, advice and ongoing support for clients who are disengaged or are at risk of disengaging from education, employment or training.
- To identify, explore and assess the needs of clients and ensure needs are met in an integrated, coherent and sustained manner.
- Provide immediate and appropriate support by referring to and working with specialist services, opportunity providers and employers to support retention and progression.
- To deliver career/employability-related group sessions, presentations, and employer engagement opportunities.
- To provide information and advice on career, learning and employment choices which is informed by up-to-date labour market information and intelligence.
- Enable clients to identify, access and interpret information and intelligence which is relevant to them, including appropriate use of information technology e.g. web-based and social media sources.
- Establish, maintain and develop effective relationships with external referral agencies, wider partner organisations and local employers to ensure contract measures are achieved.
- To collect, manage and share client information effectively and securely. Update records and confidential information on databases, adhering to Company and contract requirements and protocols.
- To complete any necessary additional administrative tasks associated with providing support to clients and/or the contract.
- To promote equality of opportunity in all aspects of work by respecting diversity, beliefs and cultures and challenging assumptions, stereotypes and low expectations.
- To review and reflect on own practice and continually improve and update own skills and knowledge.

- To encourage and involve customers in the design, delivery and evaluation of all aspects of our services in accordance with policies and procedures.

The balance of these duties will depend upon contractual context.

SUPERVISORY RESPONSIBILITY

None

ESSENTIAL CRITERIA

- Experience of working with young people and/or adults in a supporting/advising capacity.
- Demonstrable knowledge and grasp of education, training, and employment opportunities.
- Commitment to motivating and empowering young people or adults to overcome barriers and achieve positive progression.
- Able to create and maintain supportive and productive relationships with colleagues and external organisations.
- Ability to network with a wide range of external stakeholders.
- Experience of delivering groupwork to young people or adults
- Commitment to achieving a high level of customer care and quality of service to all client's, colleagues and external organisations
- Excellent oral and written communication skills.
- A sound grasp of equality and diversity policies and practices.
- Flexibility and adaptability to effectively manage changing or conflicting demands and pressure.
- Self-motivation and emotional resilience.
- Able to work with minimum supervision and organise complex workloads and multiple priorities.
- ICT skills - able to update and maintain client computer records, word process, communicate via e-mail, produce reports, and research information.
- Ability to meet the requirements of an Enhanced DBS Disclosure.

DESIRABLE CRITERIA

- NVQ 3 or equivalent in a relevant area, preferably CEIAG, employability, youth work, social work, counselling, coaching or teaching.
- Experience of working with employers and outside agencies to provide support to clients.
- Knowledge of legislation surrounding young people in the workplace
- Ability to network with a wide range of external stakeholders.

ADDITIONAL REQUIREMENTS

The postholder will:

- ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.
- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the postholder.
- always carry out duties in such a way as to safeguard and promote the welfare of children and young people and to follow the company's safeguarding policy and procedures.
- always carry out duties in compliance with the Company's Equal Opportunities Policy.
- agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the postholder’s role.
- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.
- demonstrate a professional and flexible approach in fulfilling the requirements of the role.
- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements, guidelines on sharing information with third parties and the General Data Protection Regulations.