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## JOB DESCRIPTION

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**Job title:** Employment Facilitator

**Function:** Operations

**Reports to:** Performance Manager

**Salary:** Industry competitive

**Location:** Home based but must be able to travel around Leicestershire

**Closing Date:** Sunday, 17 January 2021

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## PURPOSE OF YOUR JOB

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WHP-Jobs Entry Targeted Support (JETS) is an expansion to the existing Work and Health Programme, which provides tailored employment support services to individuals. This role will ensure a targeted employment scheme is available to those individuals who have recently been made unemployed as a result of the devastating impact of COVID-19. The scheme will address the barriers to gaining alternative employment with tailored support to enable individuals to achieve and sustain new employment.

The role of the Employment Facilitator is to digitally deliver high impact, engaging and interactive employment skills to groups of customers. The customer groups will have been unemployed for 13 weeks or more and will require focussed digital skills training such as CV writing, transferable skills analysis, jobsearch and interview skill preparation to help them move into achieve and sustain new employment. In addition to large scale digital delivery the role will also be required to provide more intensive one to one remote / face to face support where needed.

You will be dynamic, motivational and inspiring with the ability to deliver fast paced appropriate interventions either in a group or one to one setting whilst focussing on rebuilding customers confidence and self-efficacy following a period of unemployment due to the pandemic.

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## PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

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- ☐ Facilitate 'large scale remote delivery' using a range of digital technologies and platforms such as Zoom, Microsoft Teams, making the sessions interactive via break out rooms, polls, whiteboards and chat to maximise learning.
- ☐ Select appropriate facilitation methods or activities, design and develop interventions which meet customer requirements to develop realistic job goals and career paths
- ☐ Manage customers virtually, encouraging participation and ongoing engagement with employability interventions.
- ☐ Work collaboratively with operational teams to offer high impact and engaging training solutions to meet a range of customer needs including Mock Interviews, How to sessions and other work preparation activities.
- ☐ Meet personal performance targets, Key Performance Indicators and all Quality and Compliance measures by delivering high quality employability provision to customers, both remotely and face to face.
- ☐ Address customer's personal constraints to employment, providing one to one remote or face to face support where needed.
- ☐ Provide advice, guidance and challenge where appropriate to develop customer's capability in the recruitment process ensuring they have the necessary skills and confidence to secure realistic job goals. Ensure they have tailored action plans to identify suitable and achievable steps to achieve these goals.

- ☐ Build up and enhance customers confidence and self-efficacy in the post Covid-19 landscape through supportive interaction and signposting to relevant interventions and training.
- ☐ Develop relationships and networks with key stakeholders including employers, jobcentre teams and provisions and funding providers to ensure smooth operation of all processes.
- ☐ Develop an understanding of specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, housing, benefits etc.
- ☐ Drive our customer service standards so that all customers are provided with the same high standard of service that maximises their chances of securing sustainable employment.
- ☐ Maintain IT files and customer records to a required quality standard to ensure the customer journey is documented in accordance with our quality standards.
- ☐ When delivering training remotely ensure appropriate digital technologies are being utilised with an appropriate delivery environment that supports privacy and confidentiality of attendees.
- ☐ Identify employment and other work-related opportunities with employers through marketing candidates directly into employers.
- ☐ Ensure compliance with our company policies (including Health and Safety, Safeguarding and Data Security) so customers and colleagues are protected at all times.

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## KNOWLEDGE AND EXPERIENCE

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- ☐ Experience of digitally delivering high impact, engaging and interactive employability training in a group session.
- ☐ Experience of delivering and developing training programmes face to face and/or remotely using a number of digital technologies.
- ☐ Excellent interpersonal skills with the ability to work independently and as part of a digital team.
- ☐ Experience of using motivation and action planning techniques to manage the progression of customers into employment.
- ☐ Experience of working in a customer focused, results driven environment.
- ☐ Excellent understanding of the barriers unemployed job seekers face in obtaining new employment.
- ☐ Knowledge of recruitment legislation and the local labour market.
- ☐ A good standard of general education and experience of the world of work.
- ☐ Experience of providing one to one support and coaching to individuals with the ability to challenge where needed, in relation to attitudes and behaviours towards gaining employment.
- ☐ A suitable home working environment with the willingness to travel where necessary.

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## KEY INTERFACES

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**Internal:** Performance Managers, Employment Facilitators, Health and Wellbeing Facilitators  
internal service providers

**External:** Customers, key stakeholders, other external bodies (e.g. Local Authority)  
Employers

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## HOW TO APPLY

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Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send your statement along with your CV to  
[bernadette.jones2@fedcapemployment.org](mailto:bernadette.jones2@fedcapemployment.org)