

**Ambitious Stockport, creating opportunities** *for everyone*



**Thinking  
Stockport**



**Achieving as a  
Team**



**Working with  
Ambition**



**Showing everyone  
Respect**

## Job Profile and Working for Stockport

### Our Council

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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### About the Job

<b>Role:</b>	Work and Skills Navigator
<b>Service Area:</b>	Economy, Work & Skills
<b>Directorate:</b>	Services to Place
<b>Salary Grade:</b>	Scale 6

### Main Purpose of the Job

An exciting new opportunity has arisen in the Stockport Council Economy, Work and Skills Service to be part of a new team approach to Work and Skills support. The Work and Skills Navigator will play a crucial role in supporting Stockport residents and employers to navigate the complex work and skills ecosystem to ensure they access the right support for their particular circumstances. The primary goal is to assist engagement and positive work and skills outcomes, for residents and employers, through acting as a community based 'single point of contact', providing a 'triage' type service. The role involves providing holistic, personalised 1-1 support, including Information, Advice, and Guidance (IAG), to help participants overcome barriers to work, skills and health and wellbeing engagement and progression. The role will be of particular importance in acting as the main point of referrals in local communities into our In Work Progression support and WorkWell employment and health support programmes. As part of the team you will have the opportunity to make a real difference to people's lives.

### Key Responsibilities

- **Holistic 1-1 Support:**
  - Develop a strong marketing and communications offer to residents, employers and other local stakeholders, via a range of social media and other communication channels, to ensure the Work & Skills Navigator is recognised as the 'go to person' for any Work and Skills related enquiries.
  - Provide tailored, 1-1 support to those people engaged, assessing individual needs and barriers, to refer to the most relevant work and skills related support, through offering a triage service, and provide a warm handover.
- **Information, Advice, and Guidance (IAG):**
  - Offer practical advice and information to help participants overcome barriers to securing better employment, including financial, health, skills, and personal challenges.
  - Assist participants in exploring the support services that align with their needs and aspirations.



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- **Training Referrals:**
  - Refer participants to appropriate training and upskilling opportunities, working closely with colleagues in the Continuing Education Service and other training providers.
- **Local Labour Market Expertise:**
  - Provide participants with specialist information on the local labour market, including growth sectors and emerging job opportunities.
  - Use this knowledge to guide participants towards employment, skills and wellbeing services that can help achieve positive outcomes.
- **Integration with Other Services:**
  - Collaborate with a range of services, including health support, housing, welfare, and financial advice, to ensure participants receive comprehensive support.
  - Facilitate seamless referrals and warm handovers to local support services. In particular, In Work Progression (for those in low paid, insecure employment) and WorkWell (for people with a health condition at risk of falling out of employment or recently unemployed) will be the two primary programmes to work with, but also referring to other provision as appropriate for the needs of individuals and employers.
- **Community-Based Delivery:**
  - Engage participants through flexible methods, including face-to-face meetings, telephone, and digital communication. This will likely include some early evening and weekend meetings, to support participants outside of daytime working hours.
  - Utilise community assets such as Family Hubs, Libraries, and the Adult Community Learning Centre at Daw Bank to meet customers in accessible, community-based settings.
  - Maintain a range of well promoted methods for customers to engage and follow up with face-to-face meetings.
- **Employer Engagement:**
  - Build strong relationships with local employers to support in-work progression opportunities for individuals through skills development, and also for employees with health conditions to be supported to sustain employment.
  - Work with business networks and partners to promote upskilling, in particular for lower paid employees, and access to funded training programmes.
- **Collaboration and Integration:**
  - Work as part of an integrated partnership, offering wrap-around support led by partners including Stockport Council and the NHS
  - Work closely with the In Work Progression Key Workers and WorkWell Work & Health Coaches to ensure triage assessments of participants requiring these services are taken forward as referrals via warm handovers.
- **Management of Participants Engaged:**
  - Maintaining accurate records of those engaged with, and regularly liaise with partners referred to, in order to understand progress, and update the Project Manager as required.



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- Regularly review and update engagement of residents and employers, adapting support as necessary to meet participants' evolving needs.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

### Additional Information

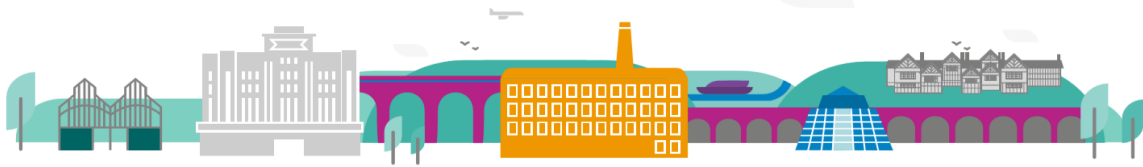
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

### About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.
- Relevant qualifications in careers advice, coaching, or a related field (e.g., Level 4 in Information, Advice, and Guidance).
- Experience in employment support, adult education, or a related sector.



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- Strong understanding of the challenges faced by individuals in low-income or insecure employment, or with a health condition, and have a commitment to social inclusion.
- Experience in delivering 1-1 support, including identifying appropriate support.
- Knowledge of the local labour market and experience engaging with individuals and employers.
- Ability to work collaboratively with a range of partners and services to provide holistic person centred support, including a strong understanding of the range of work, skills, health and wellbeing services that could be utilised.
- Excellent communication (including IT skills) and interpersonal skills, with the ability to engage and motivate participants, and to ensure local stakeholders utilise the Work and Skills Navigator as a 'single initial point of contact'.
- Empathetic, patient, and committed to supporting individuals in achieving their full potential.
- Flexible and adaptable, with a willingness to deliver from various community settings.
- Proactive and solution-focused, with strong organisational skills to manage support needs effectively.