

Job Description and Person Specification Profile

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| Job Title | Employment Officer |
| Job ID | J41 |
| Service | Employment & Skills |
| Grade | F |
| Reporting to | Lead Employment Officer |

The Role

This Employment Officer opportunity is within in the Employment and Skills Service of Tameside Council, working as part of the front line operational teams who directly support local residents.

We are looking for an experienced Employment Officer to provide support to employed residents in low income households as part of our in work progression service, working closely with the Crisis Resilience Fund team. This post is initially funded until 31 March 2027, with the possibility of further funding to extend until 31 March 2029.

This will involve some flexible working to suit the availability of participants and to support the wider team, we have a base within Tameside One in Ashton under Lyne and also use locations across Tameside to make the service accessible to residents.

This post is a designated customer facing role under the fluency duty and requires a specified level of spoken English in the person specification.

For an informal discussion about the role please contact Dan Sutcliffe on 07817 493550 or by email dan.sutcliffe@tameside.gov.uk

Main Duties and Responsibilities include:

- Work closely with the team to retain new participant referrals and help them understand the benefits of the service available to them.
- Use assessment tools to explore and identify individual participant strengths, skills and barriers in relation to employment opportunities / development.
- After assessment, formulate an appropriate and achievable individual Action Plan for participants, to ascertain short term, medium term and long term goals in relation to employment aspirations, specific training/skills needs and financial/benefit considerations.

- Be flexible and creative in supporting individuals to access opportunities, and to identify and overcome barriers faced by participants.
- Ensure productive relations with all parties including employers, education & training providers, colleagues, stakeholders and professionals.
- Provide help, support, advocacy and mediation for participants accessing opportunities including 1:1 in work support, confidence building, filling application forms, arranging interviews, and any further appropriate support required.
- Work with colleagues and local stakeholders to develop job search & skills training not currently available but required by participants.
- Provide ongoing monitoring, encouragement and support to clients in employment to maximise retention of work and personal development of clients.
- Work as part of the wider Economy, Employment & Skills team, sharing information and supporting other professionals with different roles within the team, with a commitment to promoting positive working relationships.
- Maintain detailed case records of actions taken in relation to clients on manual and computerised systems.
- Provide management with monthly update reports, including details on client activity, new developments and collation of data statistics as required.
- Attend regular supervision with Line Manager.
- Work in accordance with organisational policies and procedures.
- Complete mandatory and other role related training.
- Attend team meetings and feedback progress for any specific areas of work.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- Educated to 'A' Level or equivalent level of experience

Your essential skills, knowledge and experience

- Understanding of the barriers faced by residents who are employed in low income households and need to support to progress, and/or barriers faced by unemployed residents who would benefit from support to progress.
- Experience in delivering Information, Advice & Guidance on a 1-2-1 basis
- Commitment to and understanding of social inclusion, anti discriminatory practice, and equal opportunities.
- Ability to use assessment tools and formulate action plans.
- Ability to communicate and network with a range of people, including participants, employers and stakeholders.
- Ability to work with participants to resolve or overcome barriers restricting their potential.
- Ability to work as part of a team, and share information.
- Confident IT skills including MS Outlook, Word & Excel
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

If you have the following experience or qualifications – then that's great!

- Experience of working with employers.
- Experience of working within a similar role, such as Welfare to Work or recruitment sectors
- Awareness of benefits issues and employment issues
- Information, Advice & Guidance qualification

Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

