



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Apprentice Business Engagement Officer	Grade: SC5 rising to SO2 on completion of apprenticeship
Section: Economic Development Office	Directorate: Chief Executive Group`
Responsible to following manager: Employer Engagement Manager (Construction)	Responsible for following staff: N/A
Post Number/s:	Last review date: December 2019

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide a screening and matching service for Wandsworth resident seeking employment and Construction employers seeking to recruit. To ensure that Wandsworth residents (and where applicable residents of other boroughs) registered with the Wandsworth employment brokerage service (Work Match) can access employment.

Current Post

Candidate can perform the basic duties and responsibilities of the post. Person will be recruited at SC5. The SSA will offer on the job training and access to Level 3 Recruitment Consultant Qualification apprenticeship training to further develop skills.



The candidate will be able to progress to higher grades as they demonstrate their skills and experience.

Specific Duties and Responsibilities

1. To work with residents registered with the Wandsworth employment brokerage service, matching their aspirations, knowledge and experience with the skills required by local construction employers
2. To develop and maintain a good knowledge of current customised training opportunities, advice and guidance, CV preparation, job readiness preparation and personal development courses available locally to be accessed by candidates.
3. Managing and maintaining a computerised database of registered clients and employers
4. Identify and contact construction developments in the borough of Wandsworth to generate Jobs, apprenticeships, work experience and related opportunities for Wandsworth residents from companies operating in the supply chain
5. Maintain and manage a caseload of residents looking to work within construction. Ensuring that information is current and up to date.
6. To attend events that will raise awareness of our integrated approach to meeting current and future skills needs of businesses and improve access for Wandsworth residents (and where applicable residents of other boroughs) to existing and future employment opportunities to schools, steering groups and partners.

Progression to SC6

Can meet the requirements below and demonstrate competency in the following

1. Is able to log vacancies on inhouse database and advertise vacancies on jobs portal
2. Can add new resident's to database; update records of both new and existing residents
3. Keeps database and portal up to date by updating records in a timely manner
4. Can Compile, collate and maintain a database of job ready candidates ensuring the information is current at all times. Phone and email candidates to confirm their availability for work, update their job goals and any additional training completed or skills gained. Match candidates based on their skills and job goals to current Work Match vacancies.
5. Can identify basic support needs of residents "who are Not job ready" looking for work and can direct them to additional support with Work Match to enhance their job readiness
6. Understands main job roles and trades in construction including the basic function and requirements of each role. Various trade cards required for each role.
7. Demonstrates appropriate understanding of GDPR, Safeguarding: and Health & Safety in the work place.

Progression to S0 1



1. Aware of various teams in the economic development office, understands structure of Work Match team and various sub teams within Work Match and their functions.
2. Able facilitate events and deliver presentations, that will raise awareness of our integrated approach to meeting current and future skills needs of businesses and improve access for Wandsworth residents (and where applicable residents of other boroughs) to existing and future employment opportunities to schools, steering groups and partners.
3. Can assess job seekers barriers and support required. Can refer them to external partners to appropriate support to overcome their barriers into work.
4. Can Liaise with each assigned development on a minimum weekly basis. Can competently add new residents to database; update records of both new and existing residents
5. Able to screen potential candidates for vacancies. Submit suitable candidates to employers in a professional format and give candidates constructive feedback on their suitability
6. Understands Wandsworth Council's Section 106 Employment and Skills targets, its delivery and monitoring.
7. Understands each employment and skills target; partners and external organisations that can support developments in fulfilling these targets.



Progression to SO2

Meet criteria of Business Engagement Officer (below)

8. Has current knowledge of the construction industry in the borough and relevant national and regional initiatives to support employment within the industry
9. Understands job readiness and how clients are prepared for the construction job market including inhouse and external local support to enhance job readiness
10. Proficient in developing, maintaining and updating information databases. Identifying customised training opportunities, advice and guidance, CV preparation, interview preparation and personal development courses for a range of people at different stages of their return to work.
11. Able to work independently with construction developments in the borough, arranging and attending timely site meetings in line with directions from 'senior business engagement officer' to deliver Employment and Skills targets
12. Able to support construction developments in delivering their targets, intervene and escalate failing sites.
13. Able to contact construction developments 'not' covered by S106 targets and develop job and apprenticeship vacancies throughout the supply chain
14. Able to deliver a professional job brokerage service to both construction employers and candidates, working closely with employers to identify job opportunities, skills gaps and local growth sectors
15. Able to work with training providers, voluntary and community organisations and other local organisations to enable local people to access available opportunities
16. Able to respond effectively and efficiently to any number of tight deadlines within a pressurised environment.
17. Able to support the team by covering for other members of the construction team in their absence in dealing with both residents, developments, partners and other organisation.
18. Able to work collaboratively cross team by contributing to the development of new ideas and working practices such as participating in working groups.

Generic Duties and Responsibilities

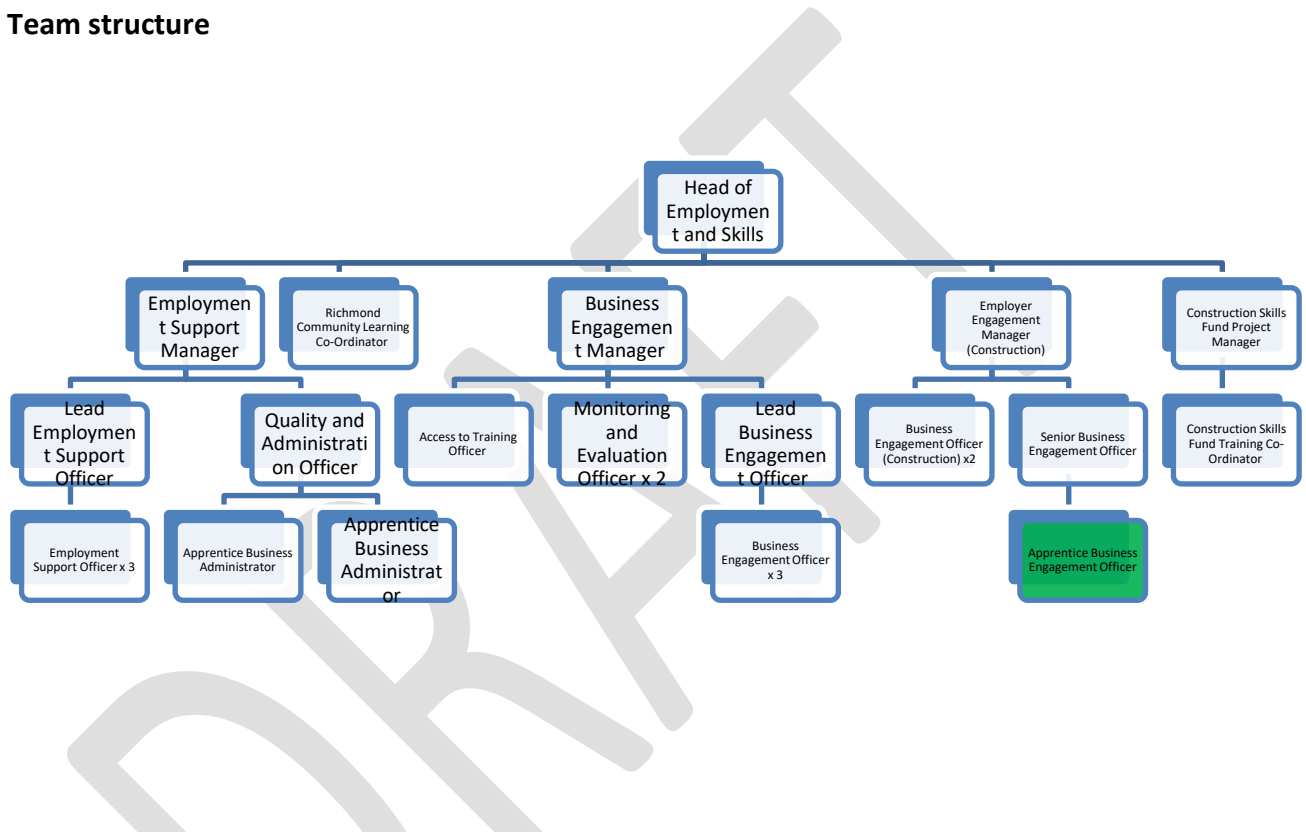
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.



- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure



Person Specification

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Responsible to: Employer Engagement manager (Construction)	Responsible for:
Post Number/s:	Last Review Date: November 2019

Our Values and Behaviours



The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Awareness of the construction industry and some of the trades within the industry	A/I
Awareness of job readiness and how clients are prepared for the job market	A/I
Understanding of issues facing	
Experience	
Some understanding of using, maintaining and updating computerised databases. Identifying customised training opportunities, advice and guidance, CV preparation, job readiness preparation and personal development courses for a range of people at different stages of their return to work. Training will be given.	A/I
Experience of working in a sales or customer service environment or the construction industry	A/I
Skills	
Computer literate able to use MS office packages and database	A/I/T
Good written and verbal communication skills	A/I
Confident communicator with the ability to communicate effectively to businesses and residents in professional manner	A/I
Ability to deliver a professional job brokerage service to both construction employers and candidates, working closely with employers to identify job opportunities, skills gaps and local growth sectors under supervision	A/I



Ability to work with training providers, voluntary and community organisations and other local organisations to enable local people to access available opportunities under supervision	A/I
Ability to respond effectively and efficiently to any number of tight deadlines within a pressurised environment.	A/I
Qualifications	
Minimum of GCSE grade C or 4 in Maths and English or equivalent qualification	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate

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