**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Talent Management Officer | **Grade**: SO2 |
| **Section:**  Economic Development | **Directorate:**  Chief Executive Group |
| **Responsible to following manager:**  Lead Housing Employment Officer | **Responsible for following staff:**  N/A |
| **Post Number/s:**  RWCCC15 | **Last review date:**  October 2021 |

**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 effectively engage with a wide range of Wandsworth residents who have registered with the councils Work Match service. To assess work readiness of these residents and enable them to access appropriate employment support or training. To Manage a talent pool of work ready Wandsworth residents and liaise with Work Match colleagues to ensure these residents can be placed into local job openings.

**Specific Duties and Responsibilities**

* Assessing Wandsworth residents work readiness and creating personalised action plans depending on resident need
* Enhancing residents work readiness by making referrals to appropriate partner organisations
* Ensuring that when a resident returns to Work Match from a partner organisation, they are re-engaged with the Work Match programme
* Offering residents pathways to training offered by Work Match and other third-party organisations
* Developing a talent pool of Wandsworth residents for the Business Engagement and Employment Officers and Business Engagement Officers (Construction) to supply to local job vacancies
* Coordinating the Wandsworth talent pool with the Lead Business Engagement Officer(s) and Senior Business Engagement Officer (Construction)
* Identifying career goals for each resident in the Wandsworth talent pool and sharing this with the Business Engagement and Employment Officers to enable reverse job brokerage
* Ensuring that all residents in the Wandsworth talent pool are regularly contacted and their details of progression to work or training are effectively recorded
* Close collaboration with Business Engagement and Employment Officers, Business Engagement Officers (Construction) and other key colleagues from within the Employment Delivery Team
* Participation in Work Match events and engaging with key local stakeholders to promote the work of Work Match
* Communicating the latest jobs and training on offer for residents in the Wandsworth Talent Pool
* Developing an expert knowledge of each resident’s career goals and work readiness. Highlighting these to Business Engagement and Employment Officers and Business Engagement Officers (Construction)
* Using data gathered to report on the Wandsworth talent pool for Colleagues and Management of Work Match. To better inform these colleagues of these needs and any identified trends in the Wandsworth talent pool

**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.
* The profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.
* To undertake any other duties as directed with the grading of the post including some out of hours work – sometimes at short notice.

**Additional Information**

**Structure Chart:**

**Person Specification**

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| --- | --- |
| **Job Title:** Talent Management Officer | **Grade**: SO2 |
| **Section:** Economic Development | **Directorate:** Chief Executive Group |
| **Responsible to:** Lead Housing Employment Officer | **Responsible for:** N/A |
| **Post Number/s:**  RWCCC15 | **Last Review Date:** October 2021 |

**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.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** | **Essential (E) / Desirable (D)** |
| **Knowledge** | |  |
| Knowledge of barriers to work for the unemployed and underemployed. | A/I/T | E |
| Knowledge and understanding of current issues in employability. | A/I/T | D |
| Knowledge of GDPR processes and procedures and adhering to polices around confidentiality and standards of conduct. | A/I/T | E |
| Knowledge of a range of suitable provision to help further enhance an individual’s work readiness. | A/I/T | E |
| **Experience** | |  |
| Experience of delivering high impact and innovative programmes of employability. | A/I/T | E |
| Experience of managing a wide-ranging caseload of people looking to access employment and training opportunities. | A/I/T | E |
| Experience of providing advice, guidance and developing action plans for those wishing to enter employment and training. | A/I/T | E |
| Experience of liaising with other teams in a high performing employment service to present work ready individuals to recruiting businesses. | A/I/T | E |
| Experience of identifying customised training opportunities, providing advice and guidance, CV preparation and job readiness preparation for a range of Wandsworth residents at different stages of their return to work. | A/I/T | E |
| **Skills** | |  |
| Ability to ascertain the work readiness of a resident engaging with Work Match, to establish their barriers to employment and create interventions to help address these. | A/I/T | E |
| Capacity to use the skills of critical thinking and analysis towards problem solving. | A/I/T | E |
| Ability to develop and deliver effective employment practices in complex situations, manage own workload and be accountable for work with a range of participants and stakeholders. | A/I/T | E |
| An ability to manage a talent pool of candidates that are work ready and looking for local employment opportunities. | A/I/T | E |
| An ability to record all candidate activity accurately on a CRM to a high level ensuring these are kept up to date, are completed in a timely fashion and are of an auditable quality. | A/I/T | E |
| **Qualifications** | |  |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**