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Job Profile

Provisional Job Title: Business Engagement Officer	Grade: SO2
Section: Economic Development Office	Directorate: Chief Executive Group
Responsible to: Business Engagement Manager	Responsible for: N/A
Post Number/s: RWBEO01	Date May 2017

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

- To provide a screening and matching service for those seeking employment and employers seeking to recruit to ensure that local residents registered with the Wandsworth employment brokerage service are able to access employment.

Specific Duties and Responsibilities:



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1. To work with clients registered with the Wandsworth employment brokerage service, matching their aspirations, knowledge and experience with the skills required by local employers
2. To liaise with local businesses regarding job vacancies, traineeships or work experience placements and match their requirements to those residents registered with the Wandsworth employment brokerage service.
3. 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 in Wandsworth to be accessed by clients.
4. To provide a professional brokerage service, at all times, to employers and to job seekers, ensuring that they are given correct information relating to the service offered and their eligibility. Managing and maintaining a computerised database of registering clients and employers
5. To project manage programmes that assist local residents into employment, promoting programmes that ensure an integrated and co-ordinated approach to meeting current and future skills needs of businesses and improve access for local residents in existing and future employment opportunities.
6. To produce detailed reports on project development and positive outcomes to beneficiaries on a quarterly basis, or as required by the Economic Development Office. To provide detailed evidence to support the effective use of funding and presenting this information as required to the Senior Management team. To provide an effective contribution to meeting outputs and targets identified within particular growth areas or in response to strategic aims and objectives.
7. To take responsibility to produce effective and creative marketing and promotional materials to raise awareness of the service and the opportunities it offers to local residents. To maximise the engagement of diverse and hard to reach beneficiaries.
8. To direct, as required, apprentices or other work placement opportunities within the team to manage their day-to-day activities. In addition to manage recruitment campaigns including the planning of resources and supervision of staff as required.



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9. To 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 local residents to existing and future employment opportunities to schools, steering groups and partners.
10. To undertake any other duties as directed commensurate with the grading of the post including some out of hours work – sometimes at short notice.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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

Occasional evening or weekend work is required e.g. attendance at community events.



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Our Values and Behaviours¹

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
Knowledge	
Current knowledge of Welfare Reform and of the challenges and Knowledge of matching client's skills and experience to the current skills needs of the local labour market.	A/I
Understanding of job readiness and how clients are prepared for the job market	A/I
Experience	
Experience of developing, maintaining and updating information databases. Identifying customised training opportunities, advice and guidance, CV preparation, job readiness preparation and personal development courses for a range of Wandsworth residents at different stages of their return to work.	A/I
Experience of using IT systems to undertake duties including producing presentation materials, performance monitoring, data extraction, collation and analysis	A/I

¹ These values and behaviours will be developed further as the SSA becomes established.



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Skills	
Ability to deliver a professional job brokerage service to both employers and clients, working closely with employers to identify job opportunities, skills gaps and local growth sectors	A/I
Ability to work with training providers, voluntary and community organisations and other local organisations to enable local people to access available opportunities	A/I
Ability to respond effectively and efficiently to any number of tight deadlines within a pressurised environment.	A/I
Qualifications	