



number one for
service and value

Job Profile

Job Title: Business Engagement and Employment Officer	Grade: SO2
Section: Economic Development Office	Directorate: Chief Executive Group
Responsible to: Lead Business Engagement and Employment Officer	Responsible for: N/A
Post Number/s:	Date: March 2021

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 Work Match brokerage service (and associated services) are able to access employment or training appropriate to their needs and as directed by the Lead Recruitment and Employment Specialist.



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Specific Duties and Responsibilities:

1. To liaise with local businesses regarding job vacancies, apprenticeships, or other employment opportunities. To advertise and promote these opportunities and match their requirements to those residents registered with the employment brokerage service.
2. To work with clients registered with the Wandsworth employment brokerage service and associated services, matching their aspirations, knowledge and experience with the skills required by local employers.
To assess client needs and develop individual actions plans to achieve sustainable employment and career outcomes.
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 local job seekers. Working closely with DWP and other partners to deliver a joined up, wrap around service (for example through referrals to other provision) to the client group from Wandsworth and associated boroughs.
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 clients and employers and ensuring all interactions and outcomes from these interventions are recorded in a timely and accurate way.
5. To carry out and record regular follow up contact with clients to support sustainment of their training or work progression.
6. 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.
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. To attend local events, meetings and forums as required by the Lead Recruitment and Employment Specialist.
8. To facilitate events and deliver presentations, that will raise awareness of our integrated approach to meeting current and future skills needs of businesses and



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improve access for local residents to existing and future employment opportunities to schools, steering groups and partners. Working with local community organisations and representatives in order to support the aims of the service.

9. To provide an effective contribution to meeting outputs and targets identified within particular growth areas or in response to strategic aims and objectives.
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

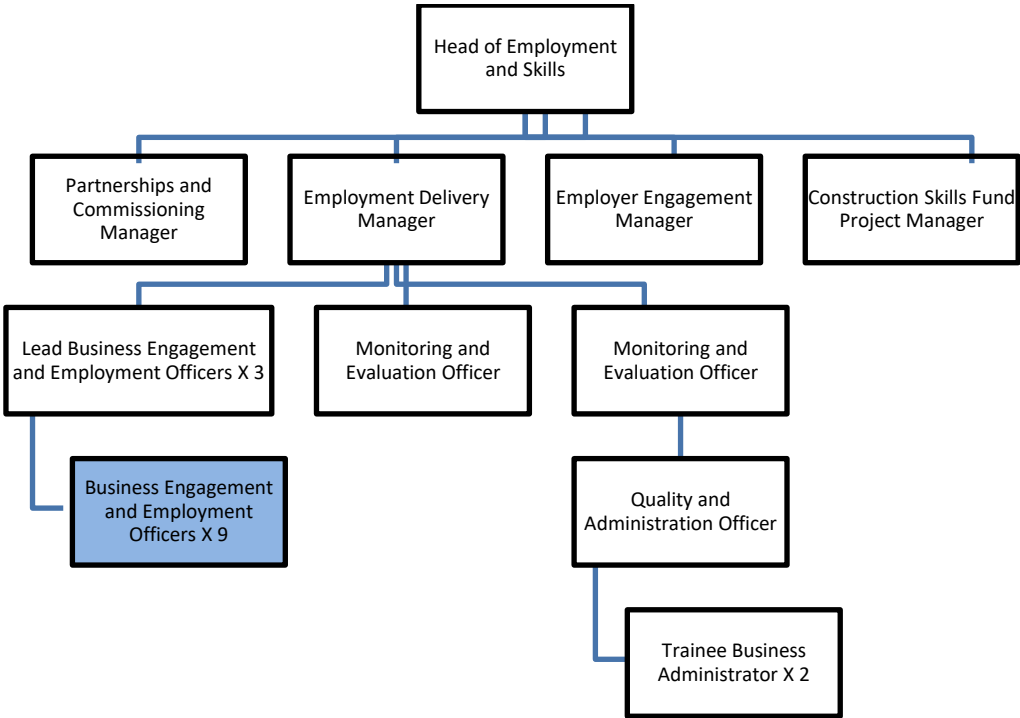
- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an 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.



Current Team Structure





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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.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Current knowledge of Welfare Reform and the impact on workless residents	A/I
Knowledge of recruitment in at least one of the borough's key employment sectors, in particular entry routes for both new and experienced workers.	A/I
Knowledge of matching client's skills and experience to the current skills needs of the local labour market.	A/I



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Knowledge of interventions that can be deployed to support the unemployed and workless into sustainable employment and career development	A/I
Experience	
Experience of identifying customised training opportunities, providing advice and guidance, CV preparation, interview preparation and job readiness preparation 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
Experience of developing a database of clients & employers, ensuring these are kept up to date, are completed in a timely fashion and are of an auditable quality.	A/I
Experience of delivering successful employment and career outcomes to unemployed people	A/I
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 effectively with a range of organisations, including community groups, public agencies and employers	A/I
Ability to respond effectively and efficiently to any number of tight deadlines within a pressurised environment.	A/I
Ability to work with key employers and inward investors to identify job opportunities, skills gaps and growth sectors	A/I
Ability to develop knowledge of local business landscapes across a number of South London boroughs with an ability to plan ahead for job growth in new or emerging sectors	A/I
Qualifications	