

# Job Description

**Directorate/Department: Business Development**

**Title of Job: JCP Outreach Worker**

**Responsible to:**   **JCP Coordinator**

**Key Purpose:**

To contribute to the achievement of the College's strategic objectives by ensuring that the College provides a single point of contact to Job Centres. To promote Employment and Skills courses to Job Centre teams and clients including other referral agencies. To support the referral, IAG, on-boarding process for the Employment and Skills provision with in the Business Development Depart.

**Conditions of Service:** As set out in the UCG Support Staff Contract

Grade: Scale 4 Spine Point 15 to 19

Location: Willesden and Paddington Green Campuses

Core Tasks and Responsibilities:

1. To support the development and growth of the JCP provision with an overall objective of the service becoming a model of good practice, therefore positioning the college well for future contracts and programmes with JCP and other key stakeholders working to secure sustainable employment for people who are currently long term unemployed;
2. To develop and maintain constructive and proactive working relationships with JCP centre based managers and advisers to ensure that the provision consistently meets agreed targets;
3. To ensure a strong collaborative partnership is developed, maintained and sustained;
4. Ability to promote /advertise College courses to London Job Centres and give presentations as required;
5. To provide excellent customer service and information advice and guidance to clients on course provision.
6. To match clients to appropriate courses;
7. To ensure clients are eligible for courses and record all data;
8. To provide feedback to work coaches and liaise with employment advisers;
9. To liaise directly with the JCP advisers, and other external agencies, to manage customer referrals to the offer;
10. To co-ordinate attendance of mandatory assessments for all customers either on college premises or within the Job Centres;
11. To arrange or administer assessments for client either on college premises or within the Job Centres in to establish the suitability of the customers for the courses on offer;
12. To collate assessment outcomes and report back to the JCP and internal colleagues after each assessment;
13. To ensure JCP customers are aware of their obligations once confirmed and enrolled on their programmes;
14. To answer email enquiries about customers and ensure customers know how to access and find the college campus;
15. To monitor attendance and report back to internal and external parties when action is to be taken;
16. To document all cases of failure to comply, communicating to the JCP on:
    * Attendance;
    * Behavioural issues;
17. To feedback to work coaches on client’s progress, outcomes and employer events to support clients into employment;
18. To meet referral and start targets onto course provision at the college to ensure funding targets are met;
19. To acting as a bridge between college and DWP, identifying training needs/opportunities and feedback to JCP Coordinator and Curriculum Mangers in Business Development;
20. **To update commercial understanding and academic and educational practice by attending conferences or events.**

**Additional essential responsibilities:**

1. To undertake any training relevant to the efficient delivery of any of the above duties and to take responsibility for the post holders own professional development.

2. To undertake any such other, broadly analogous task as the Principal or their delegate may from time to time determine, or the demands of the College may require.

3. To carry out the above duties at all times with the College’s Equal Opportunities, Health and Safety, No Smoking and Quality Management Policies.

4. To carry out his/her duties and responsibilities at all times with due regard to the College’s Safeguarding, Equal Opportunities, Health & Safety, No Smoking and Quality Management Policies.

**Special Conditions**

1. The nature of this post means that the post holder may need to travel from time to time to all the College centres and to other external venues;

2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet external needs which may include working evenings and weekends;

3. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS) check.

This job description is current at the date of issue. As and when the work of the College develops or changes so the areas of responsibility may be subject to change, and the job description will be reviewed. Such changes will, in the first instance, be made in consultation with the post holder.

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| **End Point Assessment Administrator** | | | |
| Person Specification & Short listing criteria | | | |
| *Minimum requirements of the post, with an indication of how these are to be assessed.* | | | |
| **1** | **Education/Qualifications** | **Essential** | **Desirable** |
| 1.1 | Minimum Level 3 or equivalent |  |  |
| 1.2 | GCSE Grade C English and Math or equivalent Level 2 |  |  |
| 1.3 |  |  |  |
| **2** | **Experience/Knowledge** |  |  |
| 2.1 | Experience of recognising and being able to empathise with the needs of people on Universal credit, identifying courses and training, referring and arranging assessments to aid their journey into employment |  |  |
| 2.3 | Knowledge of London communities:  diversity, understanding people with complex needs |  |  |
| 2.4 | Experience of administrative systems and processes |  |  |
| 2.5 | Experience of being a ‘provider ‘ working in a different environment to the college, representing the college while building trust and partnership with Job Centres |  |  |
| 2.6 | Experience of recognising the responsibility of serving people often at a crossroads in their lives and being able to make a difference. |  |  |
| 2.7 | Experience of Teaching, IAG and or assessing and have a good understanding of clients where English is not their first Language. |  |  |
| **3** | **Skills/Abilities** |  |  |
| 3.1 | Excellent communication skills, both verbal and written and ability to convey and explain concepts in straightforward language |  |  |
| 3.2 | Excellent organisational and administrative skills and be able to manage and organise priorities |  |  |
| 3.3 | Ability to establish productive and supportive working relationships with Job Centre Managers, clients and colleagues |  |  |
| 3.4 | Proficient IT Skills across a range of software packages and the ability to analysis information to produce comprehensive reports as directed. |  |  |
| 3.5 | Ability to work effectively and efficiently as part of a team including curriculum leaders and teaching teams to ensure quality of provision and timely and overall successful outcomes. |  |  |
| **4** | **Personal Qualities** |  |  |
| 4.1 | Commitment to and enthusiasm for delivering an excellent service demonstrating excellent customer service and problem-solving attributes for client, employers and key stakeholder |  |  |
| 4.2 | Good interpersonal skills |  |  |
| 4.3 | The ability to use own initiative and know when to seek advice |  |  |
| 4.4 | Purposeful and focused approach to tasks |  |  |
| **5** | **Qualities/Genuine Occupational Requirements** |  |  |
| 5.1 | To have an understanding of, and commitment to Equal Opportunities in   practice. |  |  |
| 5.2 | In addition to candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:   * Motivation to work with children and young people; * Ability to form and maintain appropriate relationships and personal boundaries with children and young people; * Emotional resilience in working with challenging behaviours; * Attitudes to use of authority and maintaining discipline |  |  |