

**Employability Consultant**

Reporting To Employability Team Manager

Job Type Permanent - full time

Location Home and Field Based in North West England, with extensive travel

Salary £27,894.96 per annum, £28,914.96 if Career Development & Guidance (IAG) Level 6 qualified, plus benefits

Hours Monday to Friday - 37.5 hours per week

**Company Information**

The Poppy Factory is an independent charity which was founded in 1922 with the object of providing paid employment opportunities for disabled ex-Servicemen and women. A factory was established in Richmond to make poppies and other commemorative items to achieve this purpose. The products are sold under special arrangements to The Royal British Legion.

Whilst the charity continues to provide paid employment through its Factory for disabled ex-Servicemen and women, it also facilitates paid and meaningful employment opportunities for wounded, injured and sick (WIS) ex-Servicemen and women throughout England and Wales, via its community based employability service. We can also provide assistance in Northern Ireland.

This is an excellent opportunity to join The Poppy Factory at an exciting period of expansion in its activities supporting veterans. We hope you are inspired to join us in our important and exciting work to create a world in which every workplace values disabled veterans.

**Purpose of the Role**

To work collaboratively with WIS Veterans (our clients) and employers to provide employability information, advice and guidance in order to assist clients to secure and retain paid, sustainable, employment.

To provide robust case management incorporating regular reviews of client progress and adjusting plans as needed.

To ensure long term follow through with clients and employers, to optimise and evaluate client progress in order to achieve individual and team performance targets.

**Principal Responsibilities**

* Manage a diverse caseload of clients with health and disability barriers to employment, providing a professional employability, job matching and career management service.
* Provide information, advice and guidance to clients on key knowledge areas including; CVs, Job Searching, Interview Skills coaching and Training/Education, to enhance current and future employability.
* Use labour market information and client data to research and build relationships with employers in the designated region, creating employment opportunities appropriate to the needs of the client base and educating employers.
* Job match clients with vacancies and opportunities.
* Carry out detailed job analysis to understand and guide on reasonable adjustments, on-boarding arrangements or training and development, as needed to maximise the likelihood of successful and sustainable employment.
* Effectively involve Volunteers within case management to provide additional or complementary intervention, according to client need.
* Provide professional In-Work Support to clients and employers, demonstrating high levels of ‘customer’ sensitivity and responsiveness, and ensuring client training and development goals are achieved
* Where necessary, proactively refer and/or signpost clients to other relevant support agencies.
* Attend recruitment fairs, and other client contact or networking opportunities to promote the service and encourage appropriate client referrals.
* Maintain Customer Relationship Management system, case notes and other electronic files and customer records to a required, high standard to ensure the customer journey is documented in accordance with quality standards.

Please note this list is not exhaustive and will evolve with the role and the growth of the employability service.

**Person Specification**

***Essential Skills & Qualities:***

* Previous Supported Employment or Vocational Rehabilitation experience gained in a private, public sector, or not-for-profit environment.
* Experience of employment support for people with disabilities (physical or mental health).
* Evidence of working across diverse employment populations and knowledge of recruitment practices.
* Excellent case management skills to deliver a quality service.
* Well organised, structured and self-disciplined, with excellent prioritisation skills, the ability to work with limited supervision and on one’s own initiative, but within a whole team approach.
* Confident, articulate communicator both spoken and written with very strong interpersonal skills and capacity for empathy.
* Good networking and relationship management skills.
* Positive attitude with a commitment to delivering a quality service.
* High level of personal resilience, adaptable and flexible with the ability to deal effectively with potentially stressful or pressured situations
* Competent in the use of IT including Microsoft Office applications.
* Ability to both work from home and travel to a variety of locations on a flexible basis.

***Desirable Skills & Qualities:***

* A relevant professional qualification
* Experience of previous home and field-based working and an understanding of how to manage this effectively.
* Knowledge and experience of key legislation as it relates to this type of service and role (e.g. Data Protection, Equality Act 2010).
* Knowledge and experience of adult safeguarding requirements and practices.
* Knowledge of HM Armed Forces.
* Experience of the charity sector.

**Special Requirements**

The post involves extensive travel. It is a requirement of employment that the post-holder must possess a full driving licence and their own (or access to a) car suitable for business use.

The post requires an enhanced disclosure (DBS) check.

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification as set out above, and submit via the online application process. You may address your covering letter to Adam Green, Employability Team Manager.

The closing date is midnight on Tuesday 7 November 2017, with interviews expected to take place in mid-November.

For an informal conversation about the role, please contact Adam Green on 07551 125 440.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your covering letter if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer and happy to discuss flexible working.