

## **JOB DESCRIPTION AND PERSON SPECIFICATION 2022/2023**

### **Role:**

Dual Role: Centre Coordinator and Team Leader

Position: Full Time

Salary: £25,000 - £27,000 dependant on experience

### **Main Purpose:**

The post-holder will carry out a dual role;

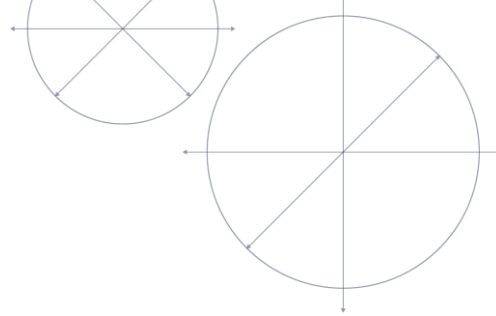
Centre coordinator to manage our centre in Nantwich, covering Cheshire and surrounding areas. The post holder will be responsible for maximising applications by recruiting learners from referral organisations, job centres and other sources to attract learners from both the military and non-military community, with an emphasis on the unemployed and economically inactive. They will work to support and mentor learners to identify career ambitions in the construction industry. As well as building a network of local/regional employers willing to provide progression opportunities.

Team leader position will include responsibility for leading, guiding, and motivating, a small team of centre co-ordinators in our Northern regions. They will provide cover during times of need, lead team meetings, communicate charity goals, safety practices, and motivate the team. They will report to the National lead centre co-ordinator and help will include hiring and training, and keep management updated on team performance.

### **Person profile:**

The role would suit a self-motivated individual who enjoys a fast-paced environment. They should be articulate, customer focused with excellent organisational, communication and inter-personal skills. The individual must be positive, enthusiastic, outgoing and approachable. A flexible approach is essential with a willingness to travel and access to use of a car.

This is a challenging but rewarding role in a fast-paced environment. Individuals will be expected to use their own initiative and be proactive, meet targets and adapt to the

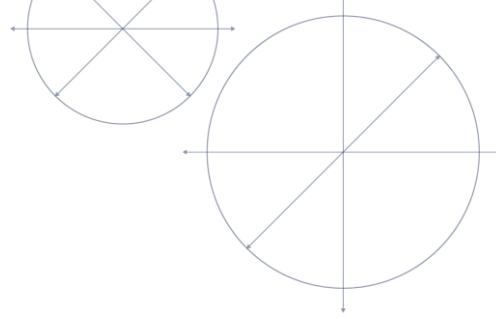


changing needs of the charity as required.

### **Key tasks and accountabilities:**

#### Centre Coordinator

- Develop strong networking links with the Military, Resettlement Officers, PRU's, Other Underrepresented groups, and Military Charities to promote the BH courses and opportunities
- Have an understanding and support grants outcomes
- Coordinate sponsorship events to generate an income stream for BH
- Provide information and advice about our programmes, welfare support, and progression opportunities to potential/current learners
- Liaise closely with learners and course tutors over progress and personal career ambitions
- Forge links with local and national employers that would be willing to provide job opportunities to our learners
- Develop a network of local/regional employment and apprenticeship/training providers to secure progression routes for programme graduates
- Identify and implement activities which increase progression and trainee transition to apprenticeships, further training, employment and self-employment
- Create and deliver projects which raise the profile of the charity whilst promoting opportunities and increasing applications and progression
- Represent the charity at promotional events / activities and to support charitable events including open evenings, taster days, interviews and familiarisation days and giving presentations to relevant parties to ease progression for learners
- Contribute to tracking the retention of learners and progression of programme graduates
- Provide feedback to referral agencies on the success and progression of their learners
- Complete all associated organisation and administrative work, and assist in the management of appropriate administrative systems
- Organise and maintain a CPD file, ensuring current occupational competence



is up to date and recorded

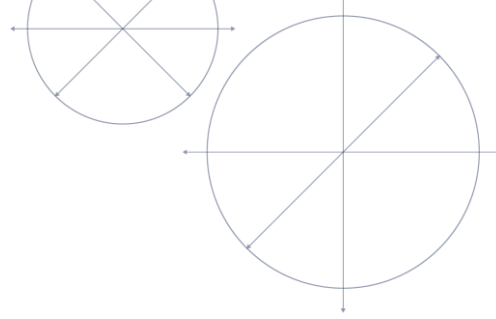
## Team Leader

- Ensuring centre coordinators achieve recruitment targets
- Cohorts have blended mix of fully and part funded learners
- Progression completions and conversions to at least 70% into employed/self employed/further training
- Learner satisfaction
- Networks created with at least ten employers, referral agencies, military establishments including reservists
- Regular engagement with local DWP and Armed Forces Champions & referral agencies
- Funding and sponsorship opportunities available from each centre
- Provide cover when needed during periods of absence
- Attend all team meetings

## Key Targets

This post has key targets that are required for the success of this post. These targets will be set and agreed annually, and will include, but not be limited to:

- Fully subscribed cohorts
- Applications from a range of referral agencies and partners
- Application conversion and retention rates
- Forge links to generate and meet funding outcomes
- Progression rates
- Learner satisfaction
- Staff satisfaction
- Agency/Partner satisfaction levels
- Create an inspiring team environment
- Set clear team goals to achieve targets
- Monitor team performance and report
- Motivate team members
- Discover training needs, CPD, and provide coaching
- Listen to team members' feedback and resolve any issues
- Work with management on recruitment and training

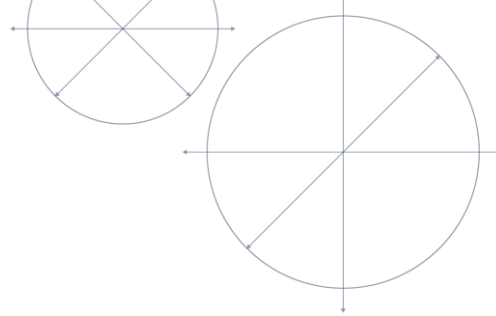


There will, from time to time, be other duties or tasks not specifically covered in this Job Description that you will be expected to undertake in order to provide the best possible support to the veterans and to promote the development of the Charity.

### *Special Requirements:*

1. The necessity to be flexible is of prime importance.
2. All staff are expected to work as part of a team, supporting and covering for each other in times of need and will be required to attend and fully participate in staff meetings, training and events.
3. All staff are expected to liaise with each other to ensure that the overall needs of the charity are met and particular attention should be paid to ensuring that information is exchanged between staff, learners, colleges and employers.
4. Staff are expected to work to a high professional standard in a manner that promotes a positive relationship with the cohorts, based on mutual trust, confidence and understanding.
5. Building Heroes provide opportunities for training and staff development and all staff will be expected to embrace such opportunities as are offered and to participate fully therein.
6. Developing quality control.
7. Staff are required to be familiar with, and comply with, statutory and all Building Heroes policies and procedures. Particular attention should be paid, but not limited, to the following:
  - a) Ensuring Health and Safety at Work and the promotion of high standards of health and safety, fire precautions and prevention.
  - b) Ensuring high standards of health and hygiene.
  - c) Ensuring an understanding of and respect for confidentiality and GDPR regulations. The post holder will not disclose to an unauthorised person any confidential information acquired through official duties unless they have received official permission to do so.
  - d) Equality & Diversity

In the event of exceptional circumstances, or circumstances/conditions beyond the control of the Charity staff are required to arrive for work as normal and dress code smart.



Staff will be asked to help their colleagues, in any area, to help business continuity and ensure the smooth running of the Charity.

2022

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