**JOB DESCRIPTION AND PERSON SPECIFICATION**

**2022/2023**

**Role:**

Centre Coordinator EM3 Armed Forces Veterans and Families Programme

**Main Purpose:**

The post-holder will be responsible for maximising applications and recruitment from referral organisations, jobcentre plus and other sources to attract learners from the military community, with an emphasis on the unemployed and economically inactive. They will support and work with learners to support, mentor and identify career ambitions in the construction industry, building a network of local/regional employers willing to provide progression opportunities.

**Person profile:**

The role would suit a self-motivated, articulate, customer focused individual with excellent organisational, communication and inter-personal skills. The individual must be positive, enthusiastic, outgoing, and approachable. A willingness to travel and a flexible approach is essential.

This is a challenging role and 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:**

* Develop strong links with referral agencies, Jobcentre’s and partner organisations to maximise learner recruitment, welfare and progression opportunities
* Provide information and advice about our programmes, welfare on offer and progression opportunities to potential and current learners
* Liaise closely with learners and course tutors over progress and personal career ambitions
* 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, familiarisation days and giving presentations to relevant parties to provide 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
* Attend team meetings
* Organise and maintain a CPD file, ensuring current occupational competence is up to date and recorded

**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:

* Applications from referral agencies and Jobcentre’s, focusing on the unemployed and economically inactive
* A minimum of 220 applications leading to outcomes and retention rates
* Progression rates
* Learner satisfaction
* Staff satisfaction
* Agency/Partner satisfaction levels

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, 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:

* 1. Ensuring Health and Safety at Work and the promotion of high standards of health and safety, fire precautions and prevention
  2. Ensuring high standards of health and hygiene
  3. 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
  4. Equity & 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.

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

December 2021

**PERSON SPECIFICATION**

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| Experience | ***Desirable***   * Track record of recruiting learners/trainees to vocational training programmes * Experience of working with unemployed and economically inactive adults to source employment opportunities and/or ex service personnel * Evidence of business networking and establishing work experience/employment opportunities for learners/trainees * Providing pastoral care and support related to employment and skills, signposting to other services where necessary * Developing and managing a Management Information System (MIS) to collect and provide data on progress against targets * Producing qualitative reports for varied audiences * Understanding of the typical issues experienced by military veterans as they enter the civilian employment market for the first time |
| Qualifications | ***Desirable:***   * Qualified to at least Level 2, ideally Level 3 and can demonstrate good numeracy, literacy and IT skills * Information Advice and Guidance Qualification or similar |
| Personal Skills | * Good interpersonal skills in order to work closely with learners, trainers, employers, colleagues and represent the charity professionally * Self-motivated and able to support and motivate learners * Flexible and motivated team member * Strong organisational and time management skills * Strong written and verbal communication skills * Able to relate effectively to others, on a one-to-one basis and within a team * Good presentation skills * Good computer literacy skills across Microsoft Office programmes including Word, Excel, PowerPoint and Outlook * Awareness of diversity issues and works in a positive, non-discriminatory way * The post holder will be spending a significant amount of their time at our training premises and a commitment to travel to external meetings and access to transportation will be beneficial. |

**European Structural and Investment Funds**

The project is part funded by the England European Structural and Investment Funds Programme.  The Department for Communities and Local Government and the Department for Work and Pensions are the managing authorities for ERDF and ESF funding through the Growth Programme, funds established by the European Union to help local areas stimulate their economic development.  By investing in projects the funds will help to support innovation, businesses, skills and employment to improve local growth and create jobs.   For more information visit <https://www.gov.uk/european-growth-funding>