

## **JOB DESCRIPTION AND PERSON SPECIFICATION 2023/2024**

**Role:** Centre Coordinator  
**Hours:** 22.5 hours across the week  
(Part time, flexible working across Monday to Friday)  
**Salary:** £25,000 pro rata  
**Location:** Cardiff

### **Main Purpose:**

The post-holder will be responsible for maximising applications to the Building Heroes programme 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 employment progression opportunities to our graduates.

### **Person profile:**

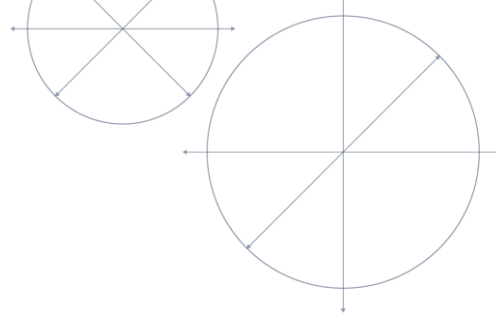
The role would suit a self-motivated individual who enjoys a fast-paced environment. They should be articulate, customer focused with excellent organisational, communication and inter-personal skills. The individual must be positive, enthusiastic, outgoing and approachable. A flexible approach is essential 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, engage in fundraising activities, meet targets and adapt to the changing needs of the charity, as required.

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

#### **Recruit**

- Develop strong networking links with the Military, Resettlement Officers, PRU's, Other Underrepresented groups, and Military Charities to promote the BH courses and opportunities



- Represent the charity at promotional events / activities supporting open evenings, taster days, interviews, familiarisation days and giving presentations to relevant parties
- Create and deliver projects which raise the profile of the charity whilst promoting opportunities and increasing applications and progression

### **Reskill**

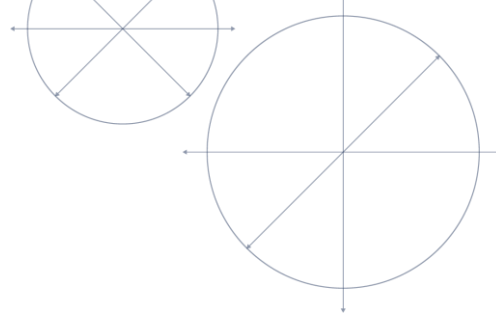
- Liaise closely with learners during the three-month period prior to course commencement, to ensure course attendance and provide early engagement and support, as needed
- Liaise closely with the learners and course tutors during the programme to track progress and determine personal career ambitions
- Lead point of contact with training delivery partner for day-to-day delivery of the Building Heroes programme.
- Provide information and advice about our programmes, welfare on offer and progression opportunities to potential and current learners
- Identify and implement activities which increase progression and trainee transition to apprenticeships, further training, employment and self-employment including the scheduling of site experience/site intervention days, meet the employer visits etc.

### **Redeploy**

- 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

### **Funding, Reporting and Administration**

- Coordinate sponsorship events to generate an income stream for BH
- Have an understanding and support grants outcomes
- Track the progression of the learners at regular intervals during the 6 months post-graduation to understand the employment outcomes and the retention of learners and overall 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
- 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:

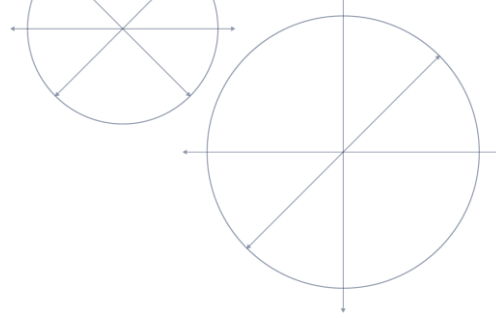
- Fully subscribed cohorts
- Visit each cohort at the training centre at least 1-2 times per week during the learning programme
- Applications from a range of referral agencies and partners
- Application conversion and retention rates
- Forge links to generate and meet funding outcomes
- Engage with/develop 2 local fundraising events per annum
- 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.

### Role: Centre Coordinator

#### *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, employers and partners



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.

### **Enhanced Employee Opportunities:**

- Benefits and flexibility
- Healthcare policy\* (after qualifying period)
- Flexible hours across Monday to Friday
- Varied opportunities
- Shared values

August 2023

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