



Project Assistant - Grade 8 Employment Support Officer x 3 37 hours per week

As a Project Assistant in the Employment and Skills Team you will support the successful delivery of a wide range of Projects. It is envisaged that successful applicants will support the delivery of two current projects, however this will be flexible to best suit the needs of all Employment and Skills projects managed by the team.

In order to be considered for this role you will need to demonstrate how you met the requirements of the job as described under 'The Person' and 'Person Checklist' as detailed on the Job Profile. You should also refer to the 'Summary Sheet' for details relating to this specific project and the associated responsibilities for this.

Works Better 15-25 pulls together three programmes aimed at supporting Young People to access Education or Employment in Kirklees in response to Leeds City Region (LCR) European Structural Investment Fund (ESIF) calls. The Leeds City Region Employment Hub (managed by the West Yorkshire Combined Authority, The Youth Engagement Progression programme (managed by the City of Bradford Metropolitan District Council) and Positive Minds (managed by Kirklees Council).

Works Better 15 -25 is designed to be inclusive to disadvantaged residents. It will identify and address the barriers faced by residents aged 15 -25 who are not in Education or Employment and work with them to help them access employment opportunities. Works Better 15 to 25 will provide a personalised, holistic service offering a comprehensive and innovative matrix of support activities. This will be combined with an effective referral process to specialist support agencies where necessary.

This role is funded by Works Better 15 to 25 Positive Minds Project.

Works Better Enhanced is receiving up to £3,113,574 of funding from the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England.

Works Better Enhanced has been developed in response to a Leeds City Region (LCR) European Structural Investment Fund (ESIF) call for the 'Local Flexibilities for Reducing Unemployment' provision.

Works Better Enhanced is designed to be inclusive to disadvantaged residents. It will identify and address the barriers faced by all age groups seeking employment, irrespective of background and personal circumstance. The project provides a personalised, holistic service offering a comprehensive and innovative matrix of support activities. This will be combined with an effective referral process to specialist support agencies where necessary.



Led by Kirklees Council, Works Better Enhanced is managed by Kirklees Council it is delivered across the Kirklees District in partnership with Fusion Housing, Paddock Community Trust, Proper Job Theatre Company and Kirklees Neighbourhood Housing. Delivery will run until September 2022.

ESF funds help local areas stimulate their economic development by investing in projects which will support innovation, businesses, skills development, job creation, social inclusion and local community regenerations.

As an Employment Support Officer you will work across Kirklees, responding to participants support needs working pro-actively with other members of the project team and partner organisations, who may face barriers to employment. The aim of the role is to assist Works Better Advisers by providing a professional consistent Employment Support offer to participants whilst empowering them to actively engage in their own employment journey and overcome their barriers. You will work effectively with partners, participants, colleagues and network to support participant's progress into sustainable employment. You will do this by developing effective relationships with Advisers within the network which will enable you to support the progression of Works Better participants with their: work preferences, job applications, interview preparation and CVs. Whilst progressively managing a caseload of referred customers using a variety of appropriate strategies to help participants progress into work you will maintain a positive and proactive experience for the participants you support on the Works Better Programme.

Specific Roles and Responsibilities will include:

The Person

- Have a clear understanding of the principles of providing a supported Information and advice service to residents
- Strong interpersonal skills, specifically around listening, questioning and building relationships
- Excellent communication skills with the ability to adapt to a wide range of personality types, managing participant expectations
- Influencing skills being able to negotiate expectations of participants and partners
- Customer focused with a strong commitment to customer care
- Strong team player with a positive and flexible approach to both work and colleagues
- Solution focussed approach to supporting participants
- Is able to work independently managing and prioritising duties and participant needs

Person checklist

- Carry out targeted job search activity with and on behalf of participants.
- Work with participants on a 121 basis and with small groups to:



- ◆ complete job application forms & CVs
- ◆ develop of interview skills
- ◆ support participants throughout the recruitment process
- ◆ support participants to act upon interview feedback from employers
- ◆ apply for Barrier Breaker funding
- Link with Key Workers/Advisers within the partnership to ensure participant job requirement needs are met
- Refer participants for additional support if required
- Be pro-active and creative when actively job seeking new opportunities on behalf of the participants
- Keep up to date with labour and job market information to benefit the participant's. Including new and innovative ways to support the participants progression
- Attend Team and Partner meetings providing regular participant updates and contribute to shared objectives supporting service objectives
- Keep thorough participant electronic records (Evolutive system) up to date
- Complete monthly progress reports for management
- Support colleagues achieve job outcomes for participants by working collaboratively within the partnership
- Manage and prioritise own work load
- Work with Partners and Advisers to discuss caseload progress updates
- Write participant Case studies
- Process Barrier Breaker purchases and invoicing
- Actively engage in development activities which would continue maintain continuous professional development

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