

### General Data

<b>DIRECTION/DEPARTMENT:</b>	<b>Twin Employability Training</b>
<b>JOB TITLE:</b>	<b>WHP JETS Employment Consultant</b>
<b>Location:</b>	<b>West London, Essex, Kent or East Sussex – Home Based</b>
<b>REPORTS TO:</b>	<b>Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>Delivery of Interventions and Caseload Management</b>
<b>LEVEL:</b>	<b>Experienced</b>

### Overview of the role

As a WHP JETS Employment Consultant, you will be providing advice and support to guide and encourage participants to overcome barriers to employment and achieve realistic job goals. This will be mainly delivered remotely via phone, video conference and other digital channels.

The role holder will be expected to manage a caseload of participants, supporting their journey to employment, offer advice, create CV's and direction to enable participants to access support they need. The role will also involve re-building participant confidence following a period of unemployment.

### Responsibilities

- Manage a caseload of participants requiring additional support prior to entering employment.
- Maintain participant records in line with contract and funding requirements.
- Ensure regular Advisor / Participant contact is maintained and recorded for the duration of the programme.
- Use diagnostic screening, assessments and skills analysis to support participants consider all options available to them to gain employment.
- Provide advice and support to develop realistic job goals with participants and agree tailored action plans.
- Create/Update CV's and Covering Letters and undergo Interview practice.
- Monitor participant progress against agreed action plans, providing advice and support as well as onward referrals and sign-posting.

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- Maintain awareness of employment opportunities available within your designated geographic area, highlighting these to participants as appropriate
- Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.
- Re-building participant confidence and self-efficacy in the post-COVID landscape through supportive interaction and sign-posting to required activities and training.

#### Knowledge/experience desired

##### Essential

- CV writing
- Caseload Management
- Team Working
- Experienced and confident in delivering against targets and KPI's
- Understanding of the local market and industry networks

#### Education/Qualification/ Desired Experience

##### Essential

- Experience of giving Advice, Information and Guidance
- Minimum of GCSEs grade 4 in English and Maths or equivalent

#### Person Specification

- Excellent time management and organisational skills
- Expert relationship building skills and communication skills, enabling you to achieve goals through others
- Strong analytical and problem solving capability
- Ability to work under pressure and to tight deadlines

#### Key Performance Indicator

- Achievement of monthly performance targets
- Signpost to internal training courses as determined by action plan
- Maintain regular contact with participant
- Quality
- Compliance

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Twin Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undertake an enhanced disclosure via the CRB, where appropriate.

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.