

Job Description

Job Title:	Community Support Engagement Officer
Responsible To:	Adult Community Projects and Delivery Manager
Line Management of other staff:	No
Location:	Colchester but with travel to Braintree and Tendring
Salary:	£33,197 - £34,200 per annum
Date of last review:	September 2024

Purpose Statement:

To be responsible for seeking, developing and delivering approaches that provide hard to reach candidates real opportunities to access employment and career change opportunities within the construction and STEM sectors.

To develop and strengthen partnerships with external organisations to maximise the support available in order to facilitate the above.

To engage and work with candidates, providing them with encouragement and support, **and** creating individual solutions which will lead to them achieving their career goals.

Main Duties & Responsibilities:

1	Provide effective advice regarding employment, education, training and volunteering opportunities to enhance customer's ability to find work.
2	Complete initial assessment with customers, establishing starting point for them to make choices in regard to employment, education, volunteering, and training.
3	Work with different customer groups to establish remove barriers that prevent individuals returning to employment and devise appropriate solutions. Develop clear pathways for customers to access employment support, debt/money management advice and other support through local organisations.
4	Carry out proactive customer contact to customer groups who have been identified as needing further support and advice. Develop campaigns with local partners to maximise effort in engaging hard to reach groups.
5	Collaborate with other specialist support partners both internally and externally to build on partnership working for the benefit of customers and the organisation.
6	Use refined communication skills to best support vulnerable customers or those with complex issues.
7	Assist in the development and implementation of effective processes.
8	Be able to work across sites and locations and co-locate with Department for Work and Pensions at the Job Centre Plus offices working in partnership to tackle unemployment in the area.

9	Accurately maintain all customer records on the relevant systems so that they are accurate and up to date.
10	Accept and positively participate in performance monitoring to ensure effective delivery of services and attainment of outputs.
11	To develop and update personal professional expertise in the relevant areas.
12	Adhere to and promote the College's Safeguarding, Diversity, Equity & Inclusion, College Values and Health and Safety policies and practices.
13	To undertake any other associated duties determined by the college.

This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute

Person Specification

Job Title: Community Support Engagement Officer

Qualifications	Essential	Desirable	How is this assessed?
Education to level 3 or above and/or a professional qualification in relevant subject area or equivalent	✓		A
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent	✓		A
Level 2 IAG qualification		✓	A
Experience	Essential	Desirable	How is this assessed?
Significant experience in working with adults, providing support and mentorship to enable them to achieve their goals.	✓		A
Experience of working in partnership with organisations and stakeholders to achieve common outcomes.	✓		A / I
Experience of proactively seeking new opportunities within the community, with employers and stakeholders to enable mutually beneficial dialogue to commence.	✓		A / I
Knowledge and Skills	Essential	Desirable	How is this assessed?
Wide knowledge of partner organisations that support candidates.	✓		A / I
Excellent interpersonal, oral and written communication skills.	✓		A / I
Good team working skills particularly the ability to work closely and effectively with other staff.	✓		A / I
Proactive approach to work and the willingness to take on new and challenging tasks.	✓		A / I
The ability to influence stakeholders and effectively negotiate mutually beneficial agreements.	✓		A / I

Understanding and commitment to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment.	✓		A / I
Personal Attributes	Essential	Desirable	How is this assessed?
Energetic and enthusiastic.	✓		A / I
Friendly and approachable.	✓		A / I
Ability to prioritise work effectively and meet targets and deadlines.	✓		A / I
A strong commitment to Equity Diversity, and inclusion.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		A / I
Ability to work flexibly to meet changing needs and work demands.	✓		A / I
Continuously improving and commitment to own personal and professional development.	✓		A / I
Essential Company Attributes	Essential	Desirable	How is this assessed?
Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way.	✓		I
Target driven: a self determination to meet and exceed expected outputs.	✓		A / I
Adaptability: Willingness to adapt and embrace to the changing and varied needs of the business.	✓		I

KEY:

A	Application
I	Interview
P	Presentation/Micro-teach
T	Test