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## JOB DESCRIPTION

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**Job title:** Employability Trainer

**Function:** Operations

**Reports to:** Performance Manager

**Salary:** £24 - £26K

**Location:** Bracknell/Reading/High Wycombe/Newbury/Reading or Slough

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## PURPOSE OF YOUR JOB

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As part of the expansion to the existing Work and Health Programme (WHP-JETS), which provides tailored employment support services to individuals, this role will ensure a targeted employment scheme is available to those individuals who have recently been made unemployed as a result of the devastating impact of COVID-19. The scheme will address the barriers to gaining alternative employment with tailored support to enable individuals to achieve and sustain new employment.

Utilising digital technologies and other appropriate channels, the trainer will be responsible for the delivery of focused digital skills training to those individuals requiring additional support to help them make the most of online job searching, online job applications and 'remote' interviews.

The trainer will also be responsible for the design and remote delivery of tailored employability (work preparation) skills training to those individuals requiring additional support to help them secure new employment. The role will be fast paced delivery with individuals joining a schedule of appropriate bite sized themed sessions, in a 'Learn and Go' delivery approach, either in small groups or on one to one basis.

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## PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

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- Meet personal performance targets, Key Performance Indicators and all Quality and Compliance measures by delivering high quality training provision to customers, employees and stakeholders, both remotely and face to face.
- Work collaboratively with operational teams to offer high impact digital training solutions to meet a range of customer needs including, Skills Assessments; How to sessions; making the most of, and other relevant activities.
- Work collaboratively with operational teams to offer high impact training solutions to meet a range of customer needs including Mock Interviews, How to sessions, other work preparation activities.
- Facilitate 'remote delivery' using a range of digital technologies and platforms.
- Selecting appropriate facilitation methods or activities, design and develop interventions which meet customer requirements.
- Accountable for meeting targets, which will include delivering an agreed number of sessions per week / month.
- Support employment advisers and other appropriate stakeholders with customer action plans to support the customer progress towards suitable and sustainable employment.
- Promote and publicise courses ensuring employment advisers have the appropriate knowledge and understanding to attract and book customers onto training courses.

- Working with the employer engagement team and other appropriate stakeholders, participate in delivering specific employer related events, when opportunities are identified.
- When delivering training remotely ensure appropriate digital technologies are being utilised with an appropriate delivery environment that supports privacy and confidentiality of attendees.
- Evaluate and monitor the quality of the training provision and contribute to internal quality audits, including self-evaluation, training observation and peer observation.
- Undertake risk assessments of training activities and training venues to ensure the safety of all individuals using the provision (should classroom style delivery be required and appropriate).
- Maintain accurate and compliant records of customer training activities.
- Proactively participate in continuous improvement activities to ensure that the service continues to deliver excellent customer service.
- When appropriate and permitted, work flexibly delivering remotely or from local hubs and other appropriate community premises, as directed by contract and customer requirements.
- Ensures best practice is adhered to and championed.
- Is prepared to work flexibly to meet the needs of the project, including any necessary travel and overnight stays.
- Accountable for own professional development and undertake necessary training as identified in the Performance Review process.
- To handle personal data in accordance with the organisation's data protection policy.
- Actively participate in, and promote Prevent and the safeguarding of children, young people and vulnerable adults.
- Adhere to the company's policies and procedures always, including Safeguarding, Equal Opportunities, Quality, Health and Safety and IT.
- To undertake any other duties, as required, appropriate to the post.

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## **KNOWLEDGE AND EXPERIENCE**

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### **Essential**

- Excellent understanding of the barriers unemployed job seekers face in obtaining a new job.
- Knowledge of the employability industry and delivering employability skills and personal development training programmes.
- Experience of delivering and developing training programmes face to face and/or remotely using a number of digital technologies.
- Experience of deploying motivational strategies to develop individuals.
- Fully IT literate in using a range of Microsoft Office programmes to include 365 products and modern digital technologies such as Microsoft Teams and Skype for Business.
- GCSE or equivalent in English and Math's at Grade C or above.

## Desirable

- Experience of delivering in a high-performance target driven culture.
- Award in Education and Training level 3 (formerly PTLLS) or Certificate in Education and Training level 4 (formerly CTLLS).
- Experience of delivering services to meet contractual and quality standards.
- Experience of analysing and reporting on training needs and delivery using IT systems.
- Full Driving licence.

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## BEHAVIOUR / CAPABILITIES

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- Excellent interpersonal skills with the ability to work independently.
- Capability to work under pressure, without day to day supervision.
- High level of initiative and motivation with the ability to seek out solutions to problems.
- Confidence to challenge customers in relation to behaviors and attitudes towards gaining employment.
- Ability to carry out the duties of the job with reasonable adjustments when necessary.
- Capability to review evaluate caseload success and identify areas of improvement.
- Accountable for own professional development and to undertake necessary training as identified in the Performance Review process.
- Prepared to work flexibly to meet the needs of the role, including any necessary travel across a regional area.

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## CORE COMPETENCES

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- Getting things done
- Customer / service user focus
- Communication
- Leans continuously
- Persuading and influencing others
- Logical thinking

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## HOW TO APPLY

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Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send you statement along with your CV to [teresa.shaw@kennedyscott.co.uk](mailto:teresa.shaw@kennedyscott.co.uk)

Job roles will be assigned subject to contract award.