



<b>Job Title:</b>	Trainee Employment Administrator
<b>Responsible to:</b>	Skills Connector
<b>Hours of Work:</b>	18 hours per week
<b>Term:</b>	Fixed Term contract for 6 months
<b>Salary:</b>	£9.50 per hour
<b>Location:</b>	Kings Lynn

### **Key Purpose:**

To support the existing team with administrative support and learn to provide intense and personalised employability support to long term unemployed and economically inactive participants. The aim is to equip our customers with the skills necessary to undertake training, community-based occupations, and sustainable job opportunities within the local labour market.

### **The Trainee Employment Adviser will:**

- Undertake a 6 month placement working on BBO Norfolk Community College. The Trainee will work under the direction of the Skills Connector to administratively and practically support short and long term unemployed and economically inactive participants to improve their job searching, supporting to write CVs and applications and prepare them for interviews.
- Engage with people in the local community and promote the service to referral organisations.
- Provide peer-type support to participants to ensure their continued progress. The approach should consider empathy, compassion, and respect as integral, and should model itself on participatory approaches to personal development.

### **Main Tasks:**

#### Support

- To support existing staff with administrative support, learning the paperwork requirements of the project and supporting data entry on to MIS database.
- To support access to the Project amongst the unemployed and economically inactive participants, working in a way that helps to build their resilience.

- Deliver one-to-one and group based support as directed by the Skills Connector
- To support participants from across the coverage area, but predominantly Kings Lynn and to access employment (including self-employment), volunteering, training, learning and development opportunities.
- To support participants to identify their strengths, to access specialist services and to become more confident in the use of online technologies.
- To eventually develop, manage, and review a small caseload of participants, ensuring that each individual makes relevant progress through the Project.
- To provide specific and appropriate employment support to participants, such as assisting with employability plans, job applications, covering letters, CVs and interview techniques.

### Partnerships

- To develop robust and effective working relationships with each of the Project delivery partners and the lead partner, East Coast College
- To facilitate the day-to-day activities of the Project by making appropriate and timely introductions and referrals to partner organisations.
- To respond to areas of unmet need by supporting the Dynamic Purchasing System (DPS) and by encouraging participants to play a full and active role in the Project steering group.
- To work positively with local employers and other key stakeholders, helping to promote the Project to raise awareness of volunteering, work placement and job opportunities.

### Knowledge

- To develop an understanding of the local labour market and to use this to offer relevant advice and support to participants seeking employment.
- To develop knowledge of local provision offered by statutory and voluntary providers that can be used to help participants progress within the Project.
- To develop administrative, typing and accurate data entry skills on Microsoft and other packages.

### Reporting

- To support skills connectors with regular reporting as required.

### Internal

- To act as an ambassador for Access Community Trust promoting the services and activities that we provide.
- To undertake additional tasks as and when required which may be allocated by the Project Manager or other members of the management team.

- To attend Access Community Trust staff meetings as required

**Personal Specification:** Trainee Employment Administrator – Access Community Trust

The person appointed to this post would normally be expected to meet the following criteria:

(Essential or Desirable)

<b>Experience and Qualifications</b>	
Experience of support work with disadvantaged groups	<b>D</b>
Experience of multi-agency and partnership working.	<b>D</b>
Experience of community outreach or engagement work.	<b>D</b>
Experience supporting clients to access employment and learning.	<b>D</b>
Relevant professional or educational qualifications	<b>D</b>
<b>Skills Knowledge</b>	
Administrative knowledge/experience	<b>E</b>
Excellent communicator with strong interpersonal skills.	<b>E</b>
Excellent computer and IT skills.	<b>E</b>
Ability to manage pressure and competing demands.	<b>E</b>
Ability to motivate and inspire customers	<b>E</b>
Effective and methodical record-keeper, competent at producing reports and evidencing progress toward targets.	<b>E</b>
Punctual and Reliable	<b>E</b>
A good understanding of the Voluntary and Community Sector.	<b>D</b>
<b>Attributes</b>	
Positive 'can do' approach.	<b>E</b>
Self-motivated and enthusiastic with the ability to work on own initiative.	<b>E</b>
Excellent interpersonal skills with the ability to motivate others.	<b>E</b>
A creative thinker with a flexible approach to problem solving.	<b>E</b>
A good team player with a willingness to be flexible and adaptable	<b>E</b>
Highly organised and able to prioritise workloads.	<b>E</b>
An understanding of confidentiality and impartiality issues.	<b>D</b>
<b>Other requirements</b>	
Ability to work unsocial hours as and when necessary	<b>D</b>
Car owner/driver with relevant insurance for business use	<b>D</b>