

**Role Profile**

**Job Role: Employability Service Lead**

**Accountable to: Head of Operations**

**Location: Blackburn Youth Zone**

**Status: 37.5 hours per week over 5 working days.**

**Salary: Up to £30,000**

**About Blackburn Youth Zone**

Blackburn Youth Zone is a 21st century youth hub located at the heart of Blackburn, open to young people aged 5 to 25 years old, aiming to change the prospects offered to young people in the area. Our vision is to be at the heart of the community, collaborating to create a more cohesive and prosperous Blackburn and Darwen.

Blackburn Youth Zone is built on land where, 100 years ago, Blackburn’s first electricity generating station once stood. On the place where electricity first came to and powered the town, the Youth Zone is now powering the community through the energy and creativity of young people. What also makes us distinctive is our relationship with the local business community, who have wholeheartedly embraced the concept and pledged to work together to raise the aspirations of our town’s young people, equipping them with life skills, increased confidence and independence which in turn will regenerate our town from the bottom up.

**Our Values and principles**

**OUR VISION** - Blackburn Youth Zone to be at the heart of the community, collaborating to create a more cohesive and prosperous Blackburn and Darwen.

**OUR MISSION** - To inspire all, to have fun, meet different people, try new things and challenge themselves to be the best they can be.

**OUR IMPACT** - The difference we want to make

We want to make a tangible difference to the lives of young people. Our work will result in young people:

* Being happier
* Engaging positively with young people from across Blackburn with Darwen
* Living healthier more active lifestyles
* Having increased opportunities to develop and achieve
* Feeling more empowered and connected with their surrounding community
* Respecting and engaging with the environment through new and exciting experiences
* Having increased aspirations and increased economic opportunities

**OUR VALUES**

**H**onesty

**E**xcellence

**A**ccountability

**R**espect

**T**eamwork

**Main Purpose:**

Our Employability division is expanding due to the procurement of a number of new contracts, funding streams and ESF funding. We therefore are looking to grow our project management and frontline direct delivery team. As Service Lead you will take responsibility for the delivery, outcomes and impact of our Youth Zone’s Employability offer ensuring all vulnerable young people have access to exciting opportunities to develop the skills and knowledge to improve their prospects, scope for employability and supporting young people into sustained employment opportunities.. The post also involves the daily management of our targeted programme to support young people (16 to 25) not currently in education, employment or training into positive destinations.

You will be an experienced manager, previously leading a team of Employment Coach/Advisors delivering and coordinating up to 3 employability contracts to ensure we achieve our contracted outcomes. The role is an outreach based (West, North, Central and South/Rural BwD) - you will be an Employment Advisor working within local communities to support NEET young people to progress into sustainable employment or education and training. We seek a diverse workforce and therefore are open to a range of backgrounds and experience.

**Critical Skills and Knowledge**

The employability project has a number of high level key performance targets to achieve and as such it will need to be managed by a self-motivated, proactive, organised, resilient, solution focussed and dynamic individual who can inspire their team to achieve common goals and objectives, in a fast paced and demanding role.

Therefore, as our Employability Service Lead we would like you to have the following core critical skills; results and target driven, good people Lead, project management, budgeting, understand the local employability marketplace, the benefit system, good problem solver, performance management, contract delivery, quality assurance, monitoring and evaluation, building partnerships, developing systems and processes are amongst some of the core skills we would like you to have.

**Main Responsibilities General:**

* To oversee the delivery of a range of supportive interventions to help a wide range of participants achieve sustainable employment.
* Be a role model for young people and present a positive “can do” attitude
* Take personal responsibility for own actions
* Commit to a culture of continuous improvement
* Work within the performance framework of Blackburn Youth Zone
* Represent Blackburn Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
* Represent Blackburn Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)

**Main Responsibilities Detailed:**

* Responsible for the day to day management, delivery, impact and growth of the Employability service offer for BYZ.
* To provide effective leadership and management support to the employability delivery team and to ensure high quality operational delivery.
* To ensure that employability service is creative, innovative and service user led by developing relationships with internal and external stakeholders to grow and maintain opportunities for service growth and delivery.
* To ensure there are effective, efficient, high quality & robust management systems, processes and approaches in place to oversee the operational delivery and continued professional development of the services in line with BYZ Values, Principles and Governance as well as Operational and the organisations Strategic Plans.
* Developing & managing high performing teams in line with business and staff appraisal objectives.
* Developing & managing high quality services.
* Management of robust quality assurance, governance & safeguarding systems & processes.
* Developing a mentoring and coaching approach across the teams.
* Delivery & development of quality supervision sessions across the employability team
* Promotion of continuous professional development of the staff team through annual appraisals and reviews.
* Ensuring effective monitoring & data collection systems are in place.
* Producing evidence based quarterly reports for commissioners / others.
* Managing performance against KPIs and meeting contractual obligations.
* Line management of the employability team to deliver the following service offer:
  + Deliver 1-1, group support sessions, develop support plans as a dedicated keyworker, supporting young people to move into employment, education or training opportunities.
  + To create and deliver short/mid-term targeted employability programmes, which supports some of the towns most disadvantaged and disenfranchised into positive destinations including Training, Education or Employment.
  + To effectively engage participants and attach them to existing and new employability programmes/interventions, which may be sourced directly through BYZ inhouse employability programmes or partner agencies.
  + To deliver high quality end to end Information, Advice and Guidance to participants on our employability and training programmes, which achieve positive outcomes for young people and can evidence BYZ’s contractual obligations and achieve contract KPIs.
  + To ensure our offer is needs led by inducting, assessing and `on-boarding’ participants using credible baseline assessments.
  + To complete goal focused action plans for all referred participants and provide support and motivation for clients to implement their action plans.
  + To actively work within our youth clubs, championing employability opportunities and identifying young people at grass roots level who meet the employability programmes entry requirements.
  + To promote and develop the mind-set, emotional intelligence qualities, self-confidence and esteem so that the participants succeed in the world of work.
  + To introduce participants to a `strengths based’ recruitment approach to succeeding in job interviews
  + To engage and maintain regular contact with participants at agreed intervals to ensure they sustain their job or apprenticeship/training. To deliver high quality In Work Support which effectively sustains participants for a minimum of six months.
  + To monitor and evaluate sessions to ensure the best possible service for our members and to gather and report any required data or information required by funders.
  + To demonstrate good practice within the use of systems to collate, record and store data as required by funders.
  + To take responsibility for delivering Blackburn Youth Zones Employability operational targets which will be monthly and reviewed inline with key performance frameworks.
  + Develop strong relationships (in conjunction with your colleagues and manager) with referral partners, customers, training providers and employers
  + To engage parents/carers proactively by building relationships and creating a first class rapport
  + Ensure the participation of young people and that their ideas contribute fully in the planning, delivery and evaluation of sessions, projects and activities.
* Any other work requested by your line manager that relates to the role.

**Safeguarding and compliance.**

* Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes
* To understand and adhere to BYZ policies and procedures and ensure all staff and volunteers are responsible for doing likewise.
* To promote social integration and inclusion, and proactively challenge any prejudice and discrimination.
* To keep updated with any new legislation, policies and procedures related to primary years.

**Person Specification: Applicants should be able to demonstrate that they can meet the following:**

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| **Selection Criteria\* A = Application Form I = Interview** | **Essential**  **or Desirable** | **Method of**  **Assessment**  **Application and/or Interview** |
| **Experience** | | |
| Experience of managing, leading and supporting a team of employability support keyworkers to achieve contract targets and outcomes | E | A/I |
| Experience of planning for and successfully addressing quality assurance issues within employment or training projects | E | A/I |
| 2 years previous professional experience of project management relevant to working with adults, delivering IAG, employment support and training | E | A/I |
| Knowledge of regional and national information, advice and guidance services within the  learning and employment sectors | E | A/I |
| Working knowledge and experience of fundamental employment legislation | E | A/I |
| Experience of providing high quality CV, job search, interview support to learners/job seekers | E | A/I |
| Experience of providing high quality coaching support that ensures learners access employment and apprenticeships | E | A/I |
| Able to build a learners/job seekers self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development | E | I |
| Identifying skills and qualities in a learner to match appropriately with vacancies | E | I |
| Progressing learners and job seekers into apprenticeships and employment and sustaining them in these | E | I |
| Ability to build and maintain strong working relationships with referral partners to ensure a constant flow of new referrals | E | I |
| Experience of delivering services in the Employability sector | D | A/I |
| Experience and knowledge of strength based recruitment | D | I |

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| **Education/Training/Qualification** | | |
| Relevant management or supervisory qualification in relation to the post advertised, NVQ level 3 minimum | E | A |
| First Aid | E | A |
| Five GCSEs or equivalent at Grade C or above | E | A |
| IAG Level 3 | D | A |
| Coaching qualification | D | A |
| ERS Level 3 Certificate or Diploma | D | A |
| **Skills** | | |
| Strong commitment to young people and ability to engage and build positive relationships with disengaged young people. | E | I |
| Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary. | E | I |
| Good organisational skills. | E | I |
| Ability to plan, monitor, evaluate and prioritise work through setting realistic targets. | E | I |
| Ability to lead and motivate a team of part-time staff and volunteers. Ability to coach others and bring out the best in them. | E | I |
| Ability to network and liaise with relevant partner agencies in the area. | E | I |
| Ability to demonstrate and practice adequate IT skills. | E | A |

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| **Knowledge** | | |
| Knowledge of approaches including those relating to coaching, emotional intelligence that ensure people are well prepared for the world of work. | E | I |
| Principle of effective youth work practices | E | A |
| Knowledge of the issues affecting young people | E | A/I |
| Knowledge of compliance on ESF contracts | D | I |
| Knowledge of monitoring and reporting on Key Performance Indicators in relation to project delivery and contractual obligations from funders and commissioners | E | A/I |
| Co-active coaching, NLP | D | I |
| **Personal Qualities** | | |
| Patience, tolerance and flexibility. | E | I |
| Desire to develop and undertake training as required | E | I |
| Embody BYZ values | E | I |
| Outcome and Target Driven. | E | I |
| Creativity and enthusiasm. | E | I |
| Happy to work regular evenings and weekends | E | I |

**Selection criteria for guidance only, alternative methods may be used to assist the selection process**

**Working hours**

The hours of work are those necessary to fulfil the requirements of the position. This will involve working unsocial hours in evenings and at weekends during Youth Zone sessions or at events, and also working during the day.

**Remuneration package**

Salary: Up to £26,800 (Dependent on experience, training and qualification)

Holidays: 33 days inclusive of 8 Bank Holidays (pro rata)

Pension: Eligible, after six months’ service, to join Blackburn Youth Zone Pension Scheme; 3% of salary is contributed by the Youth Zone, if the employee contributes 3% or more.

Notice period: 4 weeks

##### Disclosure and Barring Service Check

In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

**Application Process**

Please email a CV to hr[@blackburnyz.org](mailto:Sharon.anson@blackburnyz.org), together with a concise covering letter setting out your reasons for applying for this position.