

SUTTON COLLEGE JOB DESCRIPTION

Role Title:	Skills & Engagement Service Coach		
Directorate:	Public Health & Wellbeing	Grade:	Grade 6 SCP18
Post number:	XX	Hours/weeks:	36 / 52 Fixed Term up until 31st March 2027
Team:	Learner Services	Location:	Sutton College
Reports to:	Director of Learner Experience		
Responsible for:	N/A		
Role and Context			
Overall Role Purpose:	<p>You will provide information, impartial advice and guidance and develop and maintain an action plan with each client who engages with the service. Supporting referrals to all key services available to enable clients to access the relevant support.</p> <p>You will agree a range of activities with job seekers or economically inactive residents to enable and inspire them to achieve sustained employment and/or personal development with a key focus on non-employment progression measures, including improving wellbeing, self-confidence and level of independence.</p> <p>You will attend family hubs across the borough on a regular basis, which Includes regular meetings with the family hub coordinators and outreach workers to support wider engagement and build a relationship with families they are engaged with.</p> <p>You will work in partnership with a wide variety of local agencies and colleagues within the team to provide the best support to individuals. Build and foster relationships within the borough, and manage a caseload of clients, including reporting weekly and monthly outcomes for clients.</p>		
Strategy	N/A		
Implementation	<p>The post holder will:</p> <ol style="list-style-type: none"> 1. Deliver employability services, including job searching strategies, interview techniques, and job applications. 2. Provide one to one coaching sessions with clients, to address concerns, challenges and any other related risks for clients. 3. Facilitate employability and personal development workshops to enhance participants' soft skills and confidence. 4. Complete skills assessments with clients and support participants in developing action plans and overcoming barriers to progression. 5. Monitor and evaluate clients' progress, providing timely feedback and guidance. 6. Build relationships with external organisations, colleges, job centres, and employers to secure opportunities for participants. 7. Identify work experience opportunities and provide support to participants in accessing employment, education, or training. 8. Stay updated with labour market information, legislation, and professional developments relevant to the field. 		

	<ol style="list-style-type: none"> 9. Deliver group workshops covering key employability and personal development skills in a group environment either onsite or in partnership with the Family Hubs. 10. Play a key role in centre events (in-person and online) guiding event attendees to make choices, holding mini workshops and presenting key tips and advice on how we can support individuals with the range of services we offer. 11. Develop the programme and offer with team members and the manager to ensure we are meeting the clients and local demands. 12. Lead outreach activities with people who have signed up via email or phone to drive high engagement. 13. To act as a communication link for all visitors to the centre including staff and other stakeholders, ensuring all key information is made available to them. 14. Participate in key promotional events for the centre and for the family hubs, including social media and face to face events within the borough venues to promote and raise awareness of the services available to residents. 15. Maintain accurate and up-to date records of client interactions and engagements, including assessments, action plans and outcomes from engagement with the service. 16. Work with local employers to build a strong relationship, to enable opportunities for client's progression and action plan outcomes. 17. Attend meetings and webinars to build knowledge and skills on the project and opportunities. 18. Complete follow up and review outcomes for clients after 2-3 months after the clients have completed their engagement with the service. 19. Undertake other duties commensurate to the grade of the post, including supporting the priorities and management of the College as a whole.
Organisational Control and Development	<p>Keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective, and efficient approach to the delivery of services.</p> <p>Develop working practices and processes are developed that maximise efficient and effective delivery of services to residents, making use of new technology where appropriate.</p> <p>Application of GDPR and Freedom of Information legislation in their dealings with employers, clients, and file maintenance.</p>
Personal Effectiveness	<p>Deal promptly with all matters requiring the post holder's personal attention.</p> <p>All staff working in the College have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of all clients and students.</p> <p>To take responsibility for own professional development in consultation with Line Manager, and be proactive and willing to invest in own development subject to the availability of appropriate resources and job/organisational requirements.</p>
Corporate Accountabilities	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate values and responsibilities. These include responsibilities for outcomes regarding Equality Diversity and Inclusion; Conduct & Behaviour; Health & Safety; Data Protection; Safeguarding; and Customer Care.</p>
Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required, which are broadly similar to the job level and scope of competence.</p>

Person Specification		A - I - T
Knowledge & Experience (<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>)		
Statutory or Mandatory qualifications:	Level 2 (GCSE or equivalent) qualifications in English & Mathematics. Level 2 IAG qualification or willing to achieve this within the first 3 months in post.	A
Desirable Qualifications & Experience	N/A	
Professional Experience	Proven substantial experience of the following in order to do the role: Experience of working in a post-16 educational or similar organisation. Experience of working with families and young children. Experience of dealing effectively with a wide range of internal and external customers, with evidence of providing high quality support and guidance.	A/I /T
Resource Management	N/A	

Skills, Abilities and Competencies		
Profession Advice and Development	Experience of delivering workshops and coaching sessions to a wide range of audiences.	A/I/ T
Communication Collaboration and Influencing	Excellent verbal and written communication skills to convey information clearly, actively listen to clients' needs and provide feedback to a wide range of audiences. Good interpersonal skills with the ability to express views and communicate effectively on confidential and sensitive matters to engage, inform and influence a variety of audiences at all levels within and outside the College. Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	A/I/ T
Performance and Standards	Strong organisational skills including the ability to work quickly, accurately and to tight deadlines whilst managing a varied caseload. Strong administrative skills, including report writing and reviewing and producing key data linked to clients. Excellent literacy, numeracy and ICT skills with the ability to use a variety of computer packages including MS Office, Google Drive and management information systems.	A/I/ T
Effective and Collaborative Team Working	Excellent team working and interpersonal skills.	A/I/ T
Personal attributes	Ability to maintain confidentiality, act with integrity, uphold ethical values, including social responsibility, equality & diversity in line with the College values. Can demonstrate a commitment to safeguarding and PREVENT duty. Commitment to own learning and development, with evidence of CPD.	A/I

Other Considerations	
Working Pattern and travel	The role may occasionally be required to work irregular working patterns (with reasonable notice) in order to attend certain events and member meetings. The post holder should be able and willing to work flexibly during these periods. Local travel within the London Borough of Sutton and neighbouring Boroughs will be required.
Safeguarding Disclosure and	Enhanced DBS required and sign up to the update service required.
Special Factors or Constraints	None.