# Job description

Post title: Employer Engagement Officer

Service area: iWork, Inclusive Economy and Jobs

Grade: P02

Reports to: Senior Programme Manager

Your team: LIFT

Number of supervisees: N/a

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country– with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
* Getting to know people and their differences
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
* Supporting people with long-term health conditions and/or disabilities
* Recognising the value of flexible working to support staff where possible

## Primary Job Function

* LIFT is a programme across the four boroughs of Camden, Hackney, Islington and Tower Hamlets, to support local people from underrepresented backgrounds to gain skills, get jobs and start businesses in the local “knowledge economy”. This includes digital, creative and life science businesses, and other technology and knowledge-based employers.
* This role supports LIFT to achieve it’s objective of building a more inclusive knowledge economy through targeted brokerage of job, apprenticeship and pre-apprenticeship opportunities, and initiatives that open access to the sector and create a diverse, local pipeline of talent for businesses.
* To ensure the programme meets its objectives and targets the Employer Engagement Officer will need to work collaboratively with, influence, and negotiate with;- the employment teams in the four member local authorities, a range of small, medium and large employers, delivery partners including OneTech, employment support services, colleges and other key stakeholders.
* The role will also support the Thought Leadership aspects of the programme, including development and sharing of innovative work around inclusive recruitment practices, new models of apprenticeship delivery, and creating local supply chains for the knowledge economy.

## Key responsibilities

1. Broker new job, apprenticeship and internship opportunities by engaging with businesses in the key knowledge economy sectors identified – Tech and digital, Life Sciences, and Creative, with the objective of upskilling of disadvantaged local residents to find their place in the knowledge economy.
2. Work with partners to identify and design pre- employment training offers and pathways, that will ensure local residents are equipped with the skills needed to enter and progress within the sector.
3. Work with partners and businesses to identify the most relevant apprenticeship standards and broker opportunities that will support underemployed residents to enter the sector.
4. Work closely with partners boroughs to ensure that the opportunities brokered are well disseminated, and communications are well co-ordinated with the boroughs’ own service delivery.
5. Offer skilled personalised support to job applicants applying for these initiatives as necessary, to support successful job applications and identify any additional pre applications support that might boost success and meeting of the programmes targets.

1. Liaise with training providers to ensure that apprentices are enrolled onto courses in a timely manner, and all necessary paperwork including apprenticeship agreements learner contract are complete . Gather regular updates from training providers including apprentice progress reviews, resolving issues or signposting where appropriate.
2. Ensure that both residents and employers are properly supported, that health and safety measures and other considerations have been appropriately applied and support employers in preparing training/career plans. Provide good quality feedback and advocacy where appropriate.
3. Maintain an overview of any management issues, and produce guides that support best practise amongst employers to support placements sustaining , providing relevant advice where needed
4. To build relationships with key stakeholders so that young people at school, young people not in education, employment or training ( NEETS), leaving care young people, youth offenders and other local groups are aware of the opportunities.
5. Inspire and engage apprentices and employers to attend school and community (and employer) activities as ambassadors, to raise the profile of knowledge economy careers and the council’s offer.
6. Maintain excellent and up to date records of all interactions with clients, employers and training providers.
7. Ensure own expertise is maintained and contributes to the development of improvements within the service. To keep up to date on legislative changes, local initiatives and new developments.
8. Regularly monitor the effectiveness of the work to produce reports that include both the quantitative and qualitative measures linking activities to success to ensure we are improving outcomes for our priority groups.

**ADDITIONAL:**

* To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
* To carry out duties and responsibilities in accordance with the Council’s commitment to customer service excellence and ensure compliance with the customer care standards.
* To be committed to the Council’s core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.
* At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

### Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget responsibilities

Not applicable.

## Work style

Frontline/ Hybrid role: a combination of working from office and working from home, with visits to employers and events.

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 1 | Strong track record in building relationships, networks and achieving results within a brokerage setting, ideally of employment and apprenticeship opportunities  | Application/interview |
| 2 | Experience of working with employers and training providers to create pathways into employment, including apprenticeships, traineeships, internships and/or work placements  | Application/interview |

#### Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 3 | Significant knowledge of at least one of the knowledge economy sectors focused on by this programme, as well as understanding of the London labour market  | Application/interview/test |
| 4 | Ability to develop strong working relationships , formal and informal partnership working with a variety of individuals and organisations from the commercial, statutory, voluntary and community sectors in order to achieve sustainable outcomes  | Application/interview/test |
| 5 | Knowledge of the appropriate ways to handle and process client information including sharing information about clients with other professionals. | Application/interview |
| 6 | Understanding of the business drivers for large business, SME and start ups and the ability to flex their approach to respond to these different employers needs  | Application/interview/test |
| 7 | Knowledge of local government functions, structures, decision-making processes and partner/stakeholder relationships. | Application/interview |
| 8 | Possession of effective personal organisation skills and the ability to plan and manage own work load, achieve agreed targets and objectives and relevant outcomes as well as meet the administrative demands of the post | Application/interview |
| 9 | Comprehensive knowledgeof how work-based learning offers are implemented within the workplace, including knowledge of apprenticeships  | Application/interview |
| 10 | Excellent IT skills to include experience with Microsoft Office, database systems, excel, outlook office diary and e-mail systems and the ability to research information on the internet. | Application/interview |
| 11 | Aware of and able to demonstrate a commitment to Equal Opportunities and work to promote Equality of Opportunity in their work to remove barriers for specific groups of local residents  | Application/interview |
| 12 | Ability to work flexible hours including some evenings and weekends  | Application/interview |

## Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 17 | This role will require you to obtain a basic satisfactory clearance from the Disclosure and Barring Service  | Application |
| 18 | Ability to work flexibly to meet the needs of young people including evenings and weekends  | Application  |

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

