

Job description

Employment Specialist

- Grade: PO1
- Reports to: Connect to Work Project Manager
- Direct reports: None
- Your team: Targeted Employment team
- Service area: Inclusive Economy and Jobs
- Directorate: Community Wealth Building

Special requirements of the post

Workstyle: Front facing (three to four days a week)

Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. Together we can change the future.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The role is responsible for delivering high-quality, person-centred employment support to residents who are motivated to return to work. Managing a caseload of approximately 20–25 individuals, the post holder provides tailored, holistic job coaching based on the IPS Grow and/or SEQF model. This involves empowering residents through one-to-one and group support, helping them overcome barriers to employment, and guiding them toward sustainable work opportunities.

Working in a community-based, peripatetic manner, the role requires active engagement with residents across multiple outreach locations and strong collaboration with a wide range of referral partners. The post holder completes detailed assessments—including vocational profiling and action planning—to identify strengths, skills, and employment needs.

A key part of the role involves supporting residents with their job search, CVs, applications, interviews, benefits guidance, and wider career development. You will build strong relationships with local employers to identify both advertised and hidden job opportunities, and provide effective in-work support to help residents sustain employment over the long term.

The role also requires accurate and timely recording of all client interactions using organisational databases, supporting quality assurance and outcome monitoring. Throughout all activities, the post holder is expected to uphold the Council's values of public service, equality, empowerment, and to operate in line with the Council's policies, including Dignity for All and GDPR, while ensuring compliance with all legal, regulatory, and Health & Safety requirements.

Key responsibilities

- Organise and manage a caseload of 20-25 residents who are motivated to return to work, using a personalised, holistic job coaching and mentoring approach to support them in their journey to employment.
- Utilise various coaching tools that complement the IPS Grow and / or SEQF model to provide information, advice, guidance and support to meet the needs of individual clients, in person and virtually both in one-to-ones and groups setting
- Work in a community based, peripatetic way, engaging with residents at a range of outreach locations, promoting the Connect to Work programme and working with multiple referral partners.
- Undertake an effective assessment to understand residents' barriers to employment and identify key skills - completing a vocational profile and action plan to help them obtain and sustain competitive employment.
- Support with their job search, CV production, application forms, interview techniques, career development and benefit advice.
- Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- Provide in-work support and guidance through regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.

- Record all activities with a client using a database and any other monitoring system, ensuring that all data captured is accurate, on time and fulfils the needs of the wider service in terms of quality and outcome monitoring.
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
- At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy)
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential / Desirable
1	Coaching or Information, Advice and Guidance (IAG) qualification (preferable)	Essential
2	Understanding of the barriers and challenges that affect individual progression and ability to apply effective guidance skills	Essential
3	Excellent interpersonal and communication knowledge required to communicate effectively in varied settings	Desirable
4	Requirement for Enhanced DBS clearance	Essential
5	Experience supporting individuals with significant barriers to employment	Desirable
6	Experience of job coaching or mentoring	Desirable
7	Experience working with employers to enhance employment opportunities and achieve positive outcomes	Essential
8	Experience working as part of a team, sharing knowledge and skills	Desirable
9	Ability to support individuals with applications, job searching, CV and letter writing, employer engagement, and interview preparation	Desirable
10	Ability to build rapport and professional relationships to deliver high-quality guidance	Desirable
11	Ability to motivate, inspire, assess needs, and ensure appropriate support is provided	Desirable
12	Ability to accurately and promptly record data	Desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.