

Job Description

Title:	Employability Officer – Jobs Guarantee Programme
Summary/Purpose:	The Employability Officer will provide operational support to ensure the effective delivery of the Jobs Guarantee Programme. The role focuses on participant engagement, administration, and coordination of programme activities including referrals, onboarding, job matching and ongoing participant support.
Reporting to:	Operations Manager – JGW+
Supervising:	N/A

Duties and Responsibilities

Specific:

Participant Engagement

- Responsible for supporting the referral process and coordinating participant onboarding activities.
- Responsible for arranging induction sessions, appointments and programme activities.
- Responsible for maintaining regular contact with participants to encourage engagement and attendance.

Administrative Support

- Responsible for maintaining accurate participant records and programme documentation.
- Responsible for updating internal systems with participant progress and outcome information.
- Responsible for supporting evidence collection for job outcomes and sustained employment.

Programme Coordination

- Responsible for assisting Job Coaches in coordinating participant activities and interventions.
- Responsible for supporting scheduling of training sessions, workshops and employer interviews.
- Responsible for liaising with internal teams to ensure participant progression across programme stages.

Job Matching Support

- Responsible for identifying suitable employment opportunities for participants.
- Responsible for coordinating interview arrangements and communication with participants.
- Responsible for ensuring participants receive the necessary information to prepare for interviews.

In-Work Support

- Responsible for support with maintaining communication with participants once they enter employment.
- Responsible for monitoring of early employment milestones.
- Responsible for assisting with gathering feedback from participants and employers.
- Responsible for monitoring attendance and follow up with participants who disengage.

General:

- To ensure security of company assets
- To comply with all company policies and procedures
- To comply with the companies safeguarding policy & procedure
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination, and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients, and visitors to Company premises
- Support and demonstrate the organisations core values
- Ownership mindset. Demonstrates accountability and reliability, taking responsibility for own actions and timely achievement of KPI's.
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or other premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

Person Specification

	Essential	Desirable
Experience & Qualifications	Experience within Recruitment Experience of working with unemployed adults. Experience of working in a target driven commercial environment Client relationship management Networking skills Experience of cold calling Presentation and report writing Full driving licence with use of own vehicle	
Skills	People Management Performance Management Interpersonal skills Influencing and negotiating skills Strong Written & verbal Communication skills Planning and organisational skills Well organised and structure approach to work Ability to work to deadlines and targets	Ability to speak Welsh
Knowledge	Good working knowledge of marketing principles Safeguarding Knowledge and understanding	
Characteristics	Empowers others Demonstrates a passion for learning Demonstrates a commitment to inclusion Fosters growth by proactively improving processes and practices Self-motivated, self starter. Flexible in approach. Ability to work under pressure Reliable Enthusiastic Team player	