Job Title: Senior Employment Broker   
Grade: 9

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Directorate Purpose and Values:

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the County Council’s Economy, Infrastructure and Skills Directorate (EIS). The vision for EIS is to help Staffordshire’s economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose:

Skills & Employability purpose is to improve people’s lives through learning and training, leading to employment and/or increased personal fulfilment, supporting the growth of Staffordshire’s economy and society:

* Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire’s ‘16+’ residents, by enabling provider partnerships and through direct delivery.
* Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
* Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
* Working with providers and partners to ensure that Staffordshire’s social, employment and economic skills demands are met.

The job brokerage resource is part of the Skills & Employability team, and it is responsible for the management and delivery of recruitment and support services to businesses, supporting Staffordshire residents into work and enables employers to recruit skilled employees which will help businesses grow and contribute to improving the local economy.

Reporting Relationships

Responsible to: Employability Manager

Responsible for: Employment Brokers

Relationship with:

* Assistant Director for Skills & Employability
* Head of Employer Skills Partnership
* Learning & skills providers
* Internal and external partners

Key Accountabilities:

1. Support the Employability Manager in the development and delivery of the job brokerage service across Staffordshire to meet the needs of employers and residents by providing a matching and screening service to employers, and support to candidates seeking employment.
2. Co-ordinate the operation of the job brokerage service by establishing and maintaining operational processes and procedures and overseeing caseloads.
3. Support the employability manager in the development, delivery and implementation of projects or new programmes through researching external evidence sources, benchmarking against comparator programmes and developing delivery options to ensure high quality delivery that meets learner and business needs.
4. Support the Employability Manager in the development and implementation of new policies and procedures by analysing service delivery and developing options for new policies and procedures to enable the delivery of an effective service for residents and businesses.
5. Establishing direct links with employers that require support with recruitment of skilled, committed, and reliable employees. Building and maintaining relationships with employers to promote repeat business.
6. Support the Employability Manager in the setting and monitoring of KPIs by analysing service delivery and identifying key performance measures that contribute towards the continuous improvement of the service.
7. To manage and empower the Employment Brokers to deliver agreed individual and service level objectives that contribute to a high-performance culture.
8. Undertake a specialist complex caseload of employers / candidates, providing advice and guidance to ensure a comprehensive end-to-end recruitment and in-work support service, to meet the employer’s recruitment needs.
9. Be an ambassador and advocate who champions and promotes the services of the wider Skills and Employability team and specifically the job brokerage service to Staffordshire employers, residents, and wider partners and stakeholders. Supporting the Employability Manager to utilise internal Communications resources to promote the service via a variety of media channels.
10. Develop internal and external relationships and partnerships to ensure the job brokerage offer is widely promoted and aligned with existing careers, information, advice, and guidance services; and seeking feedback to inform future team delivery plans and continuously improve the service.
11. To ensure the job brokerage service delivers a full and comprehensive recruitment and in-work support service to the candidate and business. Making recommendations to the Employability Manager where areas for improvement to the operational processes may improve the service offer.
12. Ensure contact with candidates placed in paid employment, and employers, is maintained to support and enable sustained employment and feedback is obtained to promote the service and make improvements where required.
13. Support the Employability Manager to identify both geographical and cohort priority caseloads for the Employment Brokers using labour market intelligence and provide specialist support for specific target cohorts.
14. To empower the Employment Brokers to proactively work with employers, sectors, intermediaries, internal and external partners to increase the range and number of opportunities available for residents, including employment, apprenticeships, training, volunteering, and work experience placements, such as Open Door. Ensuring key strategic employment sites utilise employment and skills plans to promote job opportunities to Staffordshire residents.
15. Contribute to the delivery of a well-run job brokerage service by supporting the management of resources and compliance with all statutory, regulatory, funding, reporting, SCC policy and procedural requirements.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Educated to NVQ Level 4 or equivalent professional qualification or have significant relevant experience in a similar role. | A/I |
| **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Significant experience of contributing to the development of services to meet social, employment and economic skills demands. * knowledge of delivering and implementing new policies and procedures to support bespoke projects within employability programmes. * Significant Experience and knowledge of employment law, recruitment processes and policies and where to find up to date information when required. * Substantial experience of working collaboratively with a variety of agencies, voluntary, public and private sector organisations to achieve desired outcomes. * Significant experience of planning and reviewing the delivery of services and delivering bespoke recruitment solutions to internal and external organisations. * Commercial awareness and an understanding of the relationship dynamics between relevant providers, their marketplace and the Local Authority. * Experience of line management and training of employees including job related targets and managing performance. | A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Skills**   * Ability to undertake effective research, analyse and evaluate data and information from a variety of sources to provide insight in support of decision making. * Ability to effectively plan, prioritise and adapt to change to deliver results. * Able to use own initiative to self-motivate and motivate a team through regular updates and effective communications routes. * Proven interpersonal skills – be able to communicate effectively and confidently with employers, partners, colleagues at all levels. * Influencing and negotiation skills; ability to build effective relationships with colleagues, partners, stakeholders and users/customers. * Able to demonstrate efficient and effective organisational and time management skills. * Commitment to effective customer focused solutions. * Effective communication skills, both orally and in writing.   This post is designated as a casual car user | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**