

COMMUNITY LEAD CO-ORDINATOR



Role Profile

Title	Community Lead Co-ordinator	
Grade	GRADE F	
Reference:	N987	
Reports to:	Skills Project Lead	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	<p>Working with key partners, plan and deliver an ethical one-stop skills service (covering virtual, physical and outreach activities) targeting those most hard to reach in the community.</p> <p>Deliver the new Community service and set up and manage community outreach and engagement as part of Skills Launchpad Plymouth.</p> <p>Ensure that young people (over 16) and adults in the city, particularly those from disadvantaged groups, have the best access to skills and employment related opportunities available to them and are empowered to make independent informed choices.</p> <p>Ensure the effective co-ordination and engagement of the most disadvantaged residents with the offers and opportunities of employment, training, skills, and support available across and around the city.</p> <p>Ensure delivery of the contractual commitments from the Interreg bid.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Reduced unemployment for 500 Residents with a 20% success target over the two year period (40%) ▪ Development of Outreach and Engagement programmes to reach the most disadvantaged residents in the city (40%) ▪ Referrals to Skills Launchpad Plymouth. (20%) 	Role measures <ul style="list-style-type: none"> ▪ Those who have been disproportionately impacted by COVID-19, (includes over 50 year-olds, females, ex-offenders and those with disabilities) are supported in accessing opportunities in employment, training, skills and support available across and around the city. ▪ There is collaborative working across the city with all partners, including the DWP, local employers, skills agencies and training providers. ▪ Accurate and timely reports, data collection and analysis and audit

		<p>information will meet the needs of funders.</p> <ul style="list-style-type: none"> ▪ High quality outreach events and marketing material to promote events. ▪ A high level of engagement with external business and employment providers will be evident. ▪ Impact of reaching those most disadvantaged.
Key activities	<p>Project development and monitoring (50%)</p> <ul style="list-style-type: none"> ▪ Lead on the development of the Community Outreach and report in line with the set objectives and performance measures for both the contract and wider Skills4Plymouth Programme ▪ Act as the first point of contact for enquiries from the community ▪ Ensure registered people are provided with a full assessment at the beginning of their skills journey and individual action plans are delivered ▪ Track and monitor progress and destination outcome(s) of the registered people ▪ Inform content and development of the Adult Hub Plymouth and Youth Hub Plymouth virtual and physical service as part of Skills Launchpad Plymouth, develop success stories and collate testimonials ▪ Develop and deliver a programme of outreach activities in association with key partners, targeting areas of low engagement/and those most disadvantaged across the city ▪ Co-ordinate with partners to ensure ongoing provision of front line skills services and manage the working environment ensuring safe practices and Covid compliance ▪ Facilitate working groups, represent at local and regional meetings to ensure sharing of best practice and development of joint initiatives ▪ Support engagement activities with new entrant programmes including apprenticeships, traineeships and volunteering opportunities ▪ Analyse and prepare monitoring, communication and briefing reports which detail and report on progress in terms of programme, finances, delivery, issues, and other project related matters. ▪ Be key point of contact for funders and other stakeholders <p>Project Administration (25%)</p> <ul style="list-style-type: none"> ▪ Administration of 7 stage action plans for residents, and monitoring impact, producing reports a in a timely way for the end users and management reports 	

	<ul style="list-style-type: none"> ▪ Deliver tailored impartial careers information advice and guidance to individuals. ▪ Capture and address additional support needs. ▪ Monitor individual progress, encourage and support to keep on track. ▪ Build confidence and hope in taking positive action especially with career changers. Develop individual action plans, which set specific and measurable goals and actions. ▪ Maintain accurate records of individual progress. <p>Engagement and Marketing (25%)</p> <ul style="list-style-type: none"> ▪ Develop positive working relationships and ongoing pro-active engagement with partner and stakeholder offers to ensure that skills, employment and education priorities are fully understood and promoted through Adult Hub and Youth Hub Plymouth skills service including the DWP, local employers, skills agencies and training providers. ▪ Plan and organise effective outreach activities targeted at various groups and engage all key businesses and stakeholders ▪ Attendance at career and recruitment events ▪ Undertake marketing and communications activities involving the preparation of all marketing material with various partners including DWP, Employment Skills Board, Chamber of Commerce etc. ▪ Stakeholder management with all key stakeholders ▪ Creation and management of social media platforms Promote the project on social media and online, e.g. through Twitter, Facebook, LinkedIn and web site content. ▪ Carry out other duties appropriate to the grade of the post
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ 3 GCSEs (Grade A-C/9-4) including English and Maths or equivalent essential to demonstrate a standard of literacy/numeracy commensurate with the role ▪ Knowledge of project management principles, methodologies and processes ▪ Knowledge of existing and new initiatives, skills and CEIAG programmes available across the city (Apprenticeships, Adult Education, volunteering for example) ▪ Knowledge of safeguarding, equality and diversity, data protection and health & safety.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ A degree in a related field

Essential experience	<ul style="list-style-type: none"> ▪ Experience of reporting and achieving targets related to positive outcomes for people and/or organisations worked with relating to skills agenda and individual's skills journeys. ▪ Experience of active engagement with partners including PCC, DWP, NCS, training providers and employers. ▪ Experience of working in a complex multi- agency/partnership setting. ▪ Evidence of working on own initiative and responding independently to unexpected problems. ▪ Experience of raising aspirations, removing barriers and enabling individuals to achieve the best possible outcomes. ▪ Experience of using social media to engage others about successful organisational and individual successes and to promote services.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of Outreach and Event Management ▪ Ability to undertake research; both desk-top and through visits to organisations ▪ To be aware of the principles of the data protection legislation and codes of practice covering the recording and sharing of information about individuals
Essential skills	<ul style="list-style-type: none"> ▪ A proven ability to engage with and support people with their skills development and employability. ▪ A proven ability to engage with stakeholders and agencies in service support for adult provision ▪ Excellent customer service skills and ability to build rapport quickly. ▪ Ability to undertake a full needs assessment for each person at the beginning of their skills journey. ▪ Ability to work with and coordinate others in complex internal and external stakeholder environments and match service pathways into a range of outcomes including those relating to: ▪ Employment, including Apprenticeships and Work experience placements ▪ Training, Education, Volunteering, Self-employment, Employability skills ▪ Mental health support. ▪ High level of interpersonal and communication skills are needed in order to exchange complex information with a range of audiences such as Senior Officers, project stakeholders and outside organisations ▪ Negotiating and persuasive skills are used to be able to influence others in a particular course of action ▪ Problem solving to identify solutions to problems posed ▪ Planning and organisational skills to plan meetings and events

	<ul style="list-style-type: none">▪ Budget management and monitoring skills to produce accurate reports.▪ Time Management Skills to work to deadlines and achieve individual objectives▪ Excellent verbal and written communication skills with the ability to engage with a wide range of people from a variety of diverse backgrounds▪ The ability to work with colleagues and partner stakeholders to achieve priorities▪ Competent user of Microsoft Office.
Corporate standards <ul style="list-style-type: none">▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.	