

ADULT HUB CO-ORDINATOR

Role Profile

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| Title | Adult Hub Co-ordinator | |
| Grade | GRADE F | |
| Reference: | N970 | |
| Reports to: | Skills Project Lead | |
| Work style Definition | Office based hot–desk/touch down worker | |
| Job Type: | Technical Manager | |
| Primary purpose of role | <p>Working with key partners, plan and deliver an ethical one-stop skills service (covering virtual, physical and outreach activities) targeted at those 25 year olds+.</p> <p>Deliver the new Adult Hub service and set up and manage the physical Adult Hub space as part of Skills Launchpad Plymouth.</p> <p>Ensure that 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 adults 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 for the Adult Hub Plymouth bid</p> | |
| Key accountabilities and key measures | <p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Reduced unemployment for 500 Adults (aged 25 years+) with a 30% success target over the two year period (40%) ▪ An ethical one-stop-shop (and outreach) is developed with a key focus on retraining, up-skilling and digital skills (20%) ▪ All PCC residents aged 25 years+ can access a comprehensive skills service through pro-active engagement and inclusion compliance. (20%) ▪ Virtual and Physical Skills resources for supporting adults will focus on assessing transferrable skills, building confidence with career changers and improved employability skills, and on | <p>Role measures</p> <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) from sectors including hospitality, retail and tourism 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. ▪ A resource will be developed for employers to promote their opportunities such as jobs, work |

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| | <p>delivering targeted retraining, up-skilling and digital skills (20%)</p> | <p>experience, apprenticeships, and those that emerge for example from the Government's Plan for Jobs and Lifetime Skill Guarantee.</p> <ul style="list-style-type: none"> ▪ The work programme will be completed within funding budget. ▪ Accurate and timely reports, data collection and analysis and audit information will meet the needs of funders. ▪ High quality outreach events and marketing material to promote events and the service will be developed. ▪ A high level of engagement with external business and employment providers will be evident. |
| <p>Key activities</p> | <p>Project development and monitoring (60%)</p> <ul style="list-style-type: none"> ▪ Lead on the development of the Adult Hub Plymouth 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 adults (25 years and older) and referring (16-24 years old), parents, carers and schools to the Youth Hub Coordinator ▪ 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 virtual 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 ▪ Plan and set up a new physical and virtual space/resource as a home for Adult Hub Plymouth, part of Skills Launchpad Plymouth. Co-ordinate with partners to ensure ongoing provision of in-house front line skills services and manage the working environment ensuring safe practices and Covid compliance ▪ Facilitate Adult Hub Plymouth related working groups, represent at local and regional meetings focused on young people 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. ▪ Line manage Skills Launchpad Receptionist | |

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| | <ul style="list-style-type: none"> ▪ Line manage volunteers from Industry, Further Education and Higher Education ▪ Be key point of contact for funders and other stakeholders ▪ Represent Adult Hub at various meetings across the LEP <p>Project Administration (30%)</p> <ul style="list-style-type: none"> ▪ Administration of adult individual 7 stage action plans, and monitoring impact, producing reports a in a timely way for the end users and management reports ▪ Deliver tailored impartial careers information advice and guidance to individuals. ▪ Capture and address additional support needs. ▪ Monitor individual progress and 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. ▪ Focus on matching supply with demand. ▪ Maintain accurate records of individual progress. ▪ Manage small marketing and outreach budget approx. £20,000 <p>Engagement and Marketing (10%)</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 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 |
| <p>Essential qualifications/ knowledge</p> | <ul style="list-style-type: none"> ▪ 5 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. |

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| 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 Event Management ▪ Marketing experience ▪ Working with large organisations and SMEs ▪ 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: <ul style="list-style-type: none"> ○ 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 ▪ Budget management and monitoring skills to produce accurate reports. |

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| | <ul style="list-style-type: none">▪ 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 |
| <p>Corporate standards</p> <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. | |