**Who are we?**

This is an exciting time to join the TCHC Group. TCHC Group was set up in August 2004. Since then, we have continued to develop and deliver programmes to support both young people and adults to learn, achieve and progress toward greater opportunities. TCHC is an organisation that believes in creating opportunities for all. It is an organisation that is ethical, friendly, and considerate and encompasses these values in all its services and operations. Most of all, we believe in working together as a team to create opportunities for the individuals we work with to grow, to help them recognise and achieve their aspirations and goals and attain a positive outcome.

The staff who work for TCHC are learner-centric and want to make a real difference to the people they work with, enabling them to improve their employment situation, some of whom will have had poor experiences of learning and employment in the past. Some may have complex lives and require signposting to other organisations that can help.

Staff are valued and recognised for the contribution they make towards the organisation’s vision and goals, and the effective support they provide to the individuals we engage with. We have a strong belief that success is created together; one of the reasons why we are a great employer to work for.

***TCHC is a disability confident, committed employer.***

**Who are we looking for?**

TCHC is looking for a passionate individual to work with our Restart Programme participants who have been out of work for at least 6 months, to find sustainable employment. The EC's role is to identify and support any barriers to employment that participants may have, agree on solutions to resolve barriers and conduct work-focused activities to ensure participants enter work within a 12-month period of starting on the programme.

The EC will manage a caseload of participants, ensuring they are supported and challenged appropriately to move towards lasting and meaningful employment. Following a diagnostic assessment, they will work through a comprehensive action plan with the participant to give them additional skills, identify transferable skills and capabilities and build their confidence to return to sustainable employment.

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| **Job Title:** | Employment Coach |
| **Location:** | Aylesbury |
| **Working Hours:** | OPT 1: 8.30 am to 5.00 pm OR 9:00 am to 5:30 pm, Monday, Thursday, Friday, 1-hour unpaid lunch, 22.5 hours per week. OPT: 8.30 am to 5.00 pm OR 9:00 am to 5:30 pm, any 2 days on Monday, Thursday or Friday, 1-hour unpaid lunch, 15 hours per week.  |
| **Contract Type:** | Fixed Term June 2027 |
| **Reports to:** | Performance Manager |
| **Salary:** | OPT 1: £11,160 per annum (FT equivalent £27,900) OPT 2: £16,740 per annum (FT equivalent £27,900) |

**What are we looking for?**

**Qualifications:**

* GCSE (or equivalent) in English and maths at grade C or above, essential

**Skills & Attributes**

* Experience of working in welfare-to-work or in similar performance target-driven environments, such as recruitment, business-to-business sales or equivalent
* Experience working in a fast-paced, evolving environment with the ability to manage multiple priorities.
* An adept communicator with the ability to persuade, influence and listen to others.
* Ability to be flexible, open, and creative in problem-solving.
* Ability to build rapport quickly and adapt to client needs and communication to inspire, motivate and challenge participants.
* Knowledge of the labour market, wider provision, and stakeholders local to the area in which you are applying.
* Able to effectively network to build and maintain effective relationships internally and externally.
* High-level digital literacy skills and data accuracy skills, including a strong working knowledge of Microsoft Office applications and web-based communication technologies.
* Excellent organisational skills with a demonstrated ability to manage a busy schedule/workload under pressure.
* A strong commitment to personal and professional ongoing development
* Ability to follow and comply with contractual requirements alongside the ability to understand and adhere to GDPR.
* A value-led individual who always leads by example.

**Main Tasks & Responsibilities**

* Building effective and positive relationships with participants, working collaboratively and challenging them to identify and overcome any potential barriers preventing them from returning to work.
* Conducting a diagnostic assessment with all participants to assess job readiness and the appropriate level of support required on the customer journey throughout the programme.
* Partnering with the participant to create a comprehensive action plan to identify appropriate career opportunities, identify any employment-related barriers and the actions required to progress towards sustainable employment.
* Understanding the internal and external information, advice and guidance available to support participants with debt concerns, mental health conditions or career coaching and signposting as required.
* Ensuring that participants have an up-to-date and professional CV and supporting statement, and a covering letter, tailored appropriately for each application.
* Providing job search support, guiding participants to register on appropriate job boards and ensuring their digital profiles are up to date and visible to employers.
* Providing industry-specific training and development, based on relevant sector experience.
* Working in partnership with the internal Employer Engagement team and relevant external employment support services to identify appropriate job opportunities.
* Supporting participants in preparing for job interviews, conducting mock interviews and assessment activities.
* To ensure clients have access to workshop options based on individual diagnostics and tailored support (inc. health, mental health, transferable skills, job searching, CV writing, interview skills).
* To work with pace and urgency – planning and forecasting ahead and discussing next steps on a weekly/monthly basis.
* Meet and exceed all monthly performance targets and Key Performance Indicators, seeking feedback and input to continuously improve and deliver strong outcomes for our participants and commissioners.
* To maintain quality client records in the database so that they outline the client’s journey on the programme.
* Be responsible for promoting and safeguarding (including Prevent) the welfare of all participants for whom you have responsibility or with whom you come into contact, and adhere to TCHC’s Safeguarding and Prevent policies.

**Note:** These responsibilities serve as an initial outline for the tasks that the post holder will initially be expected to perform. Changes may occur over time to accommodate evolving job requirements and adapt to shifting circumstances.

Furthermore, given the dynamic nature of our operational environment, it is crucial for individuals in these roles to demonstrate flexibility and a willingness to travel to different work locations. This outline represents an initial plan and will be subject to periodic review as part of our Continuous Professional Development process.

**Confidentiality**

The individual in this role is responsible for upholding the confidentiality of information pertaining to clients, staff, and other stakeholders. Certain aspects of their work involve handling confidential information, which should not be disclosed to individuals outside the scope of their official duties. It is imperative that the post holder consistently always adheres to the provisions of the General Data Regulation Act.

**Safeguarding, Prevent & Equal Opportunities**

TCHC is dedicated to promoting equal opportunities and preventing discrimination for everyone. Our commitment extends to adhering to Safer Recruitment Policies, safeguarding practices, complying with the Prevent Duty, and advocating for the well-being of children, youth, and adults. In pursuit of our dedication, we will continuously enhance and refine our robust safeguarding processes and procedures, fostering a culture of safeguarding among our team members and volunteers.

**Commitment to Safeguarding**

TCHC is committed to Safeguarding and promoting the welfare of children, young people and adults. All staff are expected to adhere to our Safeguarding & Child Protection Policy and the safeguarding responsibilities outlined in their job description.

We conduct Safer Recruitment Checks on all staff prior to confirming a start date, in line with Keeping Children Safe in Education. An online search of information within the public domain is conducted on all candidates who are invited to interview.

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. The amendments to the ROA 1974 (Exceptions Order 1975, amended 2013 and 2020) provide that when applying for certain jobs and activities, certain spent convictions and cautions are ‘protected’, so they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. The MOJ’s guidance on the Rehabilitation of Offenders Act 1974 and the Exceptions Order 1975 provides information about which convictions must be declared during job applications and related exceptions, and further information about filtering offences can be found in the DBS filtering guide.

Please see our Recruitment with Safer Recruitment Policy for further information, or get in touch on 01923 698430 or safeguarding@tchc.net

**Pre-employment checks**

The company also conducts an internal online search on social media platforms in accordance with the Keeping Children Safe in Education guidance. Should any pertinent information arise from this search, it will be discussed with the applicant as part of the recruitment process.

Please note that upon a successful job offer, the company performs digitalised right-to-work checks and initiates DBS applications through an external service provider. An enhanced DBS check, including the barred list, is mandatory for this role.

**Rewards for your hard work**

For us here at TCHC, reward means far more than just pay. Our generous and competitive benefits package includes:

* The full-time equivalent annual leave entitlement is 20 days per year in addition to 8 UK public holidays. An additional day of leave will be added for each complete year of service, effective from the commencement of the next holiday year, up to a maximum of 5 additional days after 5 years of service, giving a maximum total annual leave entitlement of 25 days. This will be pro rata for part-time hours.
* We operate a Christmas and New Year shutdown period, in which you will receive an additional 3 days of leave at full pay to cover this closure period after 1 year of service. This will be pro rata for part-time hours.
* When your birthday falls on a working day, you will receive the day off at full pay.
* Sickness pay allowance after the probationary period.
* Pension scheme after 3 months of employment with us
* Bupa Cash Plan, level 1, paid by the company after the probationary period.
* Employee Assistance Programme to access help and support 24 hours a day, every day of the year for immediate family (eligibility applies)
* Discounted membership for BUPA (subject to the qualifying conditions)
* Long Service club loyalty gift upon completion of 5 and 10 years of continuous service
* Quarterly and annual awards
* Company tools and equipment for the performance of your duties
* Reimbursement of travel to other locations outside of the Centre (this will exclude travelling to the usual workplace)

**How to Apply**

To apply, please complete the application form online at: <https://tchc.net/apply-now/>