



Job Description

Job title: Community Progression Officer

Grade: 4

Hours: 37

Location: Hybrid/Leicester

Responsible For:

Responsible To: Targeted Support Delivery Manager

JOB SUMMARY:

As a Community Progression Officer (CPO), you will be responsible for the engagement, and progression of learners and participants aged 18+ and support in the achievement of job, education, training and learning outcomes through our Skills and Targeted Support programmes. You will work both in the office and within communities to ensure customers receive an outstanding customer service and journey with Futures.

You will be an essential part in our customer journey, supporting our customers who are looking for their next steps and career / learning journey. You will build and maintain effective rapport and relationships with customers, prospective customers and learners to ensure they are supported to achieve their learning and career goals.

You will be adept at working in a fast-paced, evolving and targeted environment, working effectively to coordinate the support required by our customers. You will use your exceptional planning and organisational skills to ensure that all customers are given appropriate assistance in ensuring they remain in sustained education, employment and training and to take the next step in their career journey.

The key objectives:

- To engage customers to Futures Skills courses and wider support
- To actively promote the work of Futures and the support available to residents
- To work with local employers to develop relationships and job opportunities for customers
- To support the work of the Targeted Support division including supporting economically inactive and unemployed customers
- To build strong relationships with stakeholders including VCSE's and other support services

ROLES AND RESPONSIBILITIES:

- Actively promote the Futures offer to all stakeholders, building a strong rapport with learners/customers and promoting the opportunity and benefits further training, advice and guidance can offer.
- Develop appropriate partnership networks to improve access to our services for learners/customers including harder to reach groups and those in most need of support and advice.
- Develop partnerships with a wide range of support services, signposting to services to overcome barriers and enable customers to enter and sustain a positive education, employment and training outcome.

- Use communication and coaching tools and techniques to provide information and advice to learners/customers with targeted needs in 1 to 1 and group settings using digital and non-digital means.
- Regularly follow up and track the learner/customer's status and record accurately all outcomes, ensuring evidence is gathered in line with contract requirements. This will include home visiting as required.
- Actively participate in outreach work across a range of contracts including employer engagement.
- Carry out eligibility checks, initial assessments and enrolments onto our adult skills courses.
- Support the Employer engagement function to expand the number of businesses supported to access Futures recruitment and Skills services.
- Support to develop and deliver group support sessions to support learners/customers in overcoming barriers e.g. Money management and budget planning, pre-employment skills and confidence and resilience.
- Participate in Futures job clubs.
- Gather customer feedback and case studies through a variety of methods.
- Maintain accurate digital records in a timely manner, optimising the use of IT, including reports and dashboards.
- Attendance at jobs fairs and community venues e.g. food banks, family hubs libraries, job centres to generate customer referrals.
- Key link between Targeted Support, Skills and the Customer Hub including updating website on a regular basis.
- Carry a small caseload of customers from Targeted Support contracts.
- To work in a target driven and outcomes-based environment meeting individual and team KPI's

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data

- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
Education			
GCSE or Equivalent Maths and Englis (D)	✓		
Experience of working in a performance driven environment (E)	✓		✓
Experience of working in a customer facing environment (E)	✓		✓
Qualified to Level 2 Information, Advice and Guidance or willing to work towards	✓		✓
Experience & Knowledge			
Demonstrates excellent communication and understand its importance in both customer relationships and teamwork (E)	✓	✓	
Highly self-motivated, proactive and enthusiastic with a can-do attitude (E)	✓	✓	
Knowledge of the labour market, wider provision and stakeholders local to the area in which you are applying (D)	✓	✓	
Knowledge and understanding of the barriers and issues affecting unemployed customers, particularly those facing multiple barriers and intersecting support needs. (D)	✓	✓	
Willingness and ability to take decisions and to exercise sound judgement, particularly with regard to safeguarding vulnerable customers. (D)	✓	✓	
(E)	✓		
(E)	✓		
Skills & Ability			
Good communicator with the ability to persuade, influence and listen to others (E)	✓		
Ability to build rapport quickly and adapt to customer needs (E)	✓	✓	
High level digital literacy skills, and data accuracy skills, including 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	✓	✓	
Attitude & Values			
Flexibility and willingness to change work schedule and work unsocial hours where necessary. (E) (E)	✓		
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	
Vehicle owner/full driving license holder or able to travel to and from various locations across the East Midlands (E) OR omit if non-essential	✓	✓	✓

