



JOB DESCRIPTION

Job Title: Employment Services Support Officer
Responsible to: Employment Programmes Manager (BBO Evolve Project)
Hours: 25 hours per week
Shift Pattern: Over 5 days Monday to Friday between 9am and 5pm
Salary Scale: £9.83 per hour
Job Purpose: To provide an administration service for the project as required in addition to working with internal and external stakeholders to promote and market the service. The post holder will be solely employed on the project and all duties will be in line with the funding requirements.

Main Tasks:

1. Develop a stakeholder plan to identify the key relationships needed to underpin the development of the project
2. Use data and insights to identify areas of likely customer need and demand to inform where the type and nature of referral development will have most impact
3. Build on existing and forge new working relationships with partners working across the sight loss pathway that inform and enhance the project numbers
4. Identify and participate in marketing events where they can add value to the project
5. Give presentations to other professional providers and groups as necessary
6. Provide general administration support as required ensuring all systems and processes are up to date.
7. Undertake administration duties for all areas, including database work, using Steps To Work database Evolutive
8. Assist with meeting the objectives of the project dealing with client's initial assessment, induction, training and assist with enabling the programme to be delivered.

This post is funded through the European Social Fund and the National Lottery Community Fund



9. Support with organising appropriate venues for Beacon Bus to visit and assist and attend visits as required.
10. Create supporter mailing lists and distribution literature, including marketing literature.
11. Liaise with Steps to Work to ensure all their requirements, enquiries and concerns are dealt with.
12. Support with the auditing process as required by Steps to Work.
13. Attend partner events and meetings as required.
14. To be flexible to work hours to meet the needs of the project.
15. Provide report and statistics as required.
16. Undertake training as and when required.
17. Understand and comply with the equal opportunities and health and safety policies of Beacon.
18. Undertake any other BBO specific duties as may be required within the scope of the post.

This post is funded through the European Social Fund and the National Lottery Community Fund



Person Specification

Employment Services Support Officer

Factor	Essential
Qualifications and Training	NVQ Level 3 Business Administration or equivalent Educated to 5 GCSE level C or above, alternatively have proven work experience with transferable skills. Computer / Typing Qualification
Knowledge and Experience	Communications & Networking experience Experience of working in a busy office environment, fulfilling a range of duties Experience of client/account management. Proven IT Skills and Databases. Understanding of issues of confidentiality.
Specific Skills	Excellent Numeracy & Literacy Skills Excellent Customer Service Excellent Presentation Skills Excellent interpersonal, communication and social skills. Ability to handle situations of potential conflict.
Personal Qualities	Pleasant and willing approach. The ability to prioritise workload and meet deadlines. Good organisational skills to anticipate and plan. Welcoming, personable demeanour. Proven ability to work on own initiative. Adaptable approach to a change in working practices. Ability to work under pressure. Flexible approach to working hours.

This post is funded through the European Social Fund and the National Lottery Community Fund



Other requirements	Willingness to undertake unscheduled duties Undergo training for specific work responsibilities.
--------------------	---

This post is funded through the European Social Fund and the National Lottery Community Fund