



BBO WORK COACH PERSON SPECIFICATION

Person Specification - Knowledge, Skills & Experience

The successful candidate must be able to demonstrate the following specific attributes.

Essential Criteria

- Hold or be working towards a recognised Information, Advice & Guidance (IAG) qualification (minimum of Level 3 or above)
- Previous experience (also personal or volunteering experience) or other relevant skills of supporting and placing unemployed/ economically inactive people into employment, self-employment or Further Education /Training
- Ability to employ a high level of Emotional Intelligence (e.g. Respect, Empathy & Compassion), when responding to the diverse needs of people on the programme
- Ability to devise and deliver engaging and meaningful learning activities and training workshops, within an employment and skills sector
- Ability to screen, assess, diagnose and support participants with literacy, numeracy and/ or language needs
- Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and enthuse disengaged participants
- Possess high level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork
- Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets
- ICT literate to intermediate level; Office 365, Database, Word, PowerPoint & Excel
- Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area

- > Previous experience of working with Eastern European migrants & an understanding of the issues affecting Eastern European migrants to the UK, commitment to easing the process of their integration and promoting community cohesion
- > Fluency in both written and spoken English and Polish
- > Ability to contribute to SPS and the services it provides

Desirable Criteria

- > Ability to negotiate and agree 'SMART' objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours
- > Knowledge and understanding of the Local Labour Market, Sector Skills Gaps, local Employment & Skills provision, Specialist Support Networks, and Education & Training providers
- > Proven track record of meeting challenging contractual Key Performance Indicator (KPI) targets, including the achievement of job and training outcomes