

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Connect to Work Employment Specialist
Grade	PS8	Reports to (role title)	Connect to Work Team Leader
		Directorate/School	EIG
JE Band	269-313	Service/Department	Economy & Growth
		Date Role Profile was created	Jan-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Connect to Work Employment Specialists are responsible for supporting a caseload of residents and employers helping individuals back into work and/or helping them to remain in work, as part of the government's new Connect to Work programme being led by SCC. This will include 1:1 ongoing support to the resident and employer to ensure more inclusive and diverse talent pools. They will contribute to the successful delivery of the Connect to Work programme in Surrey. They will work with colleagues across the Economy & Growth function to engage individuals and employers and to develop the right tools, resources and relationships to effectively manage their caseload.</p> <p>The postholders will be working in a target driven environment and with experience working with residents to help develop a more diverse talent pool. They will work horizontally across the team and with partners to help identify a pipeline of residents that could benefit from Connect to Work and other employment support.</p> <p>Contribute towards meeting contract requirements and ensuring Connect to work in Surrey is a success.</p> <p>The role will be based in Woodhatch Place, Reigate and is on fixed-term basis to March 2027 with possible contract extension subject to funding.</p> <p>There will be a requirement to work across the county with regular travel and in-person meetings across Surrey.</p>
Work Context	<p>Connect to Work Employment Specialists will:</p> <p>Help identify residents and employers suitable for support through the Connect to Work programme and identify and implement actions that will help residents into and/or remain in work. This will involve close working with Economy & Growth employer engagement functions and wider referral partners.</p> <p>To assist residents in sourcing appropriate competitive paid employment opportunities in line with resident preferences through building positive relationships with local organisations / employers and providing person-centred advice and guidance to clients to enable them to move into suitable and sustainable work.</p> <p>Meet with residents in community settings to develop an individual client profile to assist with career choice and planning including job search, CV preparation, interview techniques and career development.</p> <p>To actively engage with local employers, in collaboration with existing Economy & Growth engagement functions, to explore hidden as well as advertised employment opportunities, and to identify potential client candidates for opportunities in the competitive market place</p> <p>Work with a range of colleagues, partners and stakeholders to help create a pipeline of residents and jobs ensuring residents are matched to the right job for their circumstances. This will be done using the established supported employment model 'place, train, and maintain' through 'Individual Placement and Support' (IPS).</p> <p>Accurately capture resident information and actions taken on the client relationship management (CRM) system.</p> <p>Support colleagues to review the tools, relationships and resources the team will need to deliver service targets.</p> <p>Work proactively with colleagues in the Economy & Growth team to align work practices and operations, contributing to joint objectives and sharing good practice.</p>
Line management responsibility if applicable	No direct line management responsibilities

Budget responsibility if applicable	£5,000 (Subject to sign offs)
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Essential</p> <ul style="list-style-type: none"> - Experience of working in an employment support setting (or similar) managing a caseload of people looking for work or supporting them to remain in work - Experience of working in a target driven environment - Understanding of the issues faced by residents with getting employment and experience supporting them into and help them remain in work - Understanding of the issues faced by employers in recruiting from a diverse talent pool and experience working with them providing the required support. - Ability to use Customer Relationship Management systems. - Understanding of Individual Placement and Support model. <p>Desirable:</p> <ul style="list-style-type: none"> - Understanding of the Fidelity scale for individual placement and support and experience of this would be useful.
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>

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