Role Profile

Part A - Grade & Structure Information

Job Family Code	**9BF**	**Role Title**	**Opportunities Coordinator**
Grade	PS9	**Reports to (role title)**	**Senior Opportunities Coordinator**
JE Band	314-370	**Directorate / School**	**Environment Property and Growth**
Date Role Profile was created	**Jul-26**	**Service / Department**	**Economy and Growth**
Agile	**Community**	DBS Requirement	**Basic**

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	The Opportunities Coordinator sits at the heart of local economic growth and careers programmes, bringing together education institutions, training providers and employers to improve the quality of careers provision. Responsibilities include: - Champion continuous improvement in careers provision, maintaining relationships with senior leaders and careers leads across a caseload of schools and providing advice, guidance and resources. - Understand schools needs and learner priorities, working closely with staff, senior leaders, Careers Leads and local employers to drive quality in careers programmes. - Deliver career, work experience and employer engagement projects and initiatives, monitoring progress, and ensuring successful outcomes, reporting updates to the Senior Opportunities Coordinator. - Build and manage effective employer partnerships, working to expand relationships with local employers, and secure commitment to careers outreach and meaningful work experience. - Work collaboratively with the Opportunities Coordinators to promote a culture of accountability and continuous improvement. - Work in a collaborative and integrated way across the Economy and Growth team to identify opportunities for maximising impact. The Opportunities Coordinator will work across the whole of Surrey geography, attending regular events and in-person meetings. This is a fixed term contract to 31.08.2027, with the possibility for extension subject to funding.

Work Context	The Opportunities Coordinator will support the effective, consistent, high-quality and fully integrated operation of economic growth and careers programmes in Surrey. This post has been created to drive success through the alignment of programmes and to deliver cohesive engagement with businesses and education institutions to maximise the impact of the programme. The Opportunities Coordinator is responsible for supporting a caseload of schools and implementing a range of projects and initiatives aligned to strategic priorities. This includes a significant focus on careers and employer engagement to support businesses to design and deliver modern work place experiences, in line with the government's statutory guidance for schools and colleges. Current live programmes include Surrey Careers Hub which supports 98 schools, special schools and colleges, and brings together education, training providers, businesses and careers professionals to ensure every young person receives outstanding, relevant careers education, and Surrey Growth Hub which provides free and accessible support for Surrey's small and medium enterprises, through the provision of expert advice and mentoring, targeted resources, programmes and events. Business Surrey is the name of the business facing service and the online portal for businesses accessing economic growth services in Surrey. This role contributes to improving outcomes for young people by ensuring they have access to high-quality, inclusive careers education and meaningful encounters with employers. Through strengthening links between education and industry, the post helps young people develop the knowledge, skills and aspirations needed to make informed choices and progress into rewarding education, training and employment pathways. In particular, this role will support: - Skills for young people: Supporting young people with implementation of a national work experience guarantee to understand workplace skills and the different pathways to rewarding careers e.g. Apprenticeships and T Levels. - Skills for schools and colleges: Connecting educators to local businesses and their skills needs. - Skills for the Economy: Supporting employers to close the skills gaps and shape their future workforce through high quality education outreach. The Economy and Growth team is committed to the cross-team consolidation of activity across our areas of work and therefore the full integration of these programmes, both with each other and the wider Economy and Growth team, is the fundamental principle on which the post will operate. The role will also collaborate across Economy and Growth programmes to develop and maintain a consolidated operational approach, identifying opportunities to align functions and processes, share best practice and improve efficiency, resilience and service delivery outcomes. The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the county, which will require travel across the county.
Line management responsibility if applicable	N/a
Budget responsibility if applicable	Support to the Senior Opportunities Coordinator with associated programme budgets

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level/complex service. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	- Demonstrable experience of engaging and building relationships with leaders from schools, colleges and businesses. - Demonstrable experience of leading the delivery of programmes or projects with multiple stakeholders. - A strong background in stakeholder engagement and management and of communicating with a variety of audiences, preferably in the education and/or careers sector. - A demonstrable understanding of school culture and the challenges faced by schools in delivering careers and enterprise, and the current careers education and corporate social responsibility landscapes. - An understanding of relevant local and national policy relating to skills and economic development and the issues and barriers to employment faced by young people. - A demonstrable understanding of post-16 landscape including National Apprenticeship Service, Uni-Connect, National Careers Service and T Levels. - Excellent communication and interpersonal skills, with the ability to persuade and influence a variety of audiences and encourage others to use new ways of working. - Collaborative and good at building relationships at all levels, both internally and with a range of external stakeholders. - Proactive, with the ability to work independently, prioritising a busy workload, managing relationships with many stakeholders, and adapting conflicting priorities and deadlines. - Able to think and plan strategically to measure and drive performance. - Adaptable, tenacious, determined, positive and resilient with the ability to deal with ambiguity in a changing environment. - Competent use of a range of digital and IT and social media platforms. - A good understanding of the concept of horizontal, cross-cutting working, its benefits and how to translate that concept into practice. - Experience in economic development programmes, preferably within a council environment. - An understanding of project management methodology, and/or a project management qualification or equivalent (for example, PRINCE, PMI, APM qualifications).
Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.

Reference Number	BM-2026-347

Copyright © 2019 Surrey County Council