

ROLE DESCRIPTION

Title: **Employment Manager**

Responsible to: Director of People Services

Grade: H

Hours: 37.5 per week (full-time)

Job Purpose:

To oversee the employment activities focused on the residents of the Stage 2 cluster / foyer accommodation.

To manage a team of staff focused on delivering employment related support to these residents.

To develop relationships with employers, training providers, and others to create opportunities for unemployed residents of YMCA Milton Keynes.

To work with the Activities Coordinator, other YMCA staff, volunteers, and other organisations to ensure that activities and opportunities are provided to residents that develop confidence, self-esteem and motivation levels.

Duties and Responsibilities:

1. Employability Programme

- 1.1 Identify skills gaps in our young people and support them into training opportunities specific to their individual needs
- 1.2 Ensure all residents have basic literacy and numeracy skills and ensure that opportunities to achieve appropriate qualifications for these areas are provided to those who need them
- 1.3 Use a strengths-based approach to engage residents and motivate them towards their individual pathways

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

- 1.4 Oversee the use of personality profiling and psychometric testing to help residents identify their traits and career paths related to these attributes
- 1.5 Broker individual opportunities for residents related to their skills and interests
- 1.6 Ensure that the employability programme provides support and encouragement to unemployed residents without alienating them
- 1.7 Prepare residents for the interview situation
- 1.8 Support residents with the practicalities related to starting work – timekeeping, travel, clothing etc.
- 1.9 Ensure that residents are supported emotionally with the changed demands of being employed
- 1.10 Provide skills workshops in CV writing and interview skills to ensure our residents are 'work ready'
- 1.11 Work closely with the Enterprise Manager to highlight roles within the YMCA café, onsite nursery, and other social enterprise to those residents who may be interested in these areas of employment
- 1.12 Alongside the Enterprise Manager, establish and develop a resident-focused Social Enterprise training programme for on-site enterprise work
- 1.13 Work with the Activities Co-Ordinator to provide emotional support and encouragement to build confidence and self-esteem in our young people
- 1.14 Work closely with Mental Health counsellor to ensure that mental health issues of our young people are considered when moving through the employment process

2. Staff Management

- 2.1 Manage a team of Personal Development Coaches who will work directly with the residents on employability
- 2.2 Ensure that staff receive regular relevant training to improve their skills and knowledge in working with YMCA residents
- 2.3 Conduct staff appraisals and regular one-to-one supervisions
- 2.4 Ensure that the working relationship between the Personal Development Coaches and Housing Management staff is effective

3. Managing relationships with Partners

- 3.1 Actively broker relationships with recruiters, external organisations, such as Worktree, to improve the provision of services into employment for our young people



- 3.2 Manage the relationships with these organisations and employers to ensure ongoing partnership
- 3.3 Ensure that YMCA programmes compliment JobCentre+ activities with each resident
- 3.4 Establish, develop and maintain links with MK College for Traineeship and Apprenticeship opportunities
- 3.5 Engage suitable external agencies to provide additional support to residents who may need support in relation to job searching and job applications

4. Housing Management

- 4.1 Work with the Hostel Manager to ensure structured progression for residents of the Stage-1 accommodation into the Stage-2 accommodation and to ensure that these residents understand the changed focus of support and expectations on them
- 4.2 Work with the Housing Management team to ensure residents of the Stage-2 accommodation abide by occupancy terms – pay rent as required, and do not cause a nuisance to other residents
- 4.3 Work with the Housing Management team to ensure structured progression for residents into the YMCA flats once employment has been secured and maintained for an appropriate length of time

5. Funding

- 5.1 Work with the Director of Business Development to seek funding for employment focused activities
- 5.2 Work with the Director of Business Development to ensure that approaches to, and relationships with businesses meet both the employability and fundraising agendas
- 5.3 Ensure that evaluation and monitoring of outcomes is sufficiently robust to report social impact and value of investment
- 5.4 Support the Marketing Manager by sharing individual success stories of our young people who have maintained long term employment

6. General and Other Duties



- 6.1 Report to Director of People Services communicating individual employment pathways for our young people as well as potential upcoming opportunities
- 6.2 Assist in the development of YMCA policies and procedures as deemed appropriate by the Director of People Services
- 6.3 To undertake any other duties in line with the role and commensurate the post
- 6.4 As a specialist worker, the post holder will be expected to be able to work on their own initiative but in close collaboration with YMCA colleagues
- 6.5 The post holder will be able to promote the aims and purposes of the YMCA to donors and a wide range of external audiences
- 6.6 The post holder will work with a wide range of external audiences and maintain a positive image, enhancing YMCA's reputation at every opportunity
- 6.7 It is essential that the post holder maintains confidentiality at all times

Person Specification	
Requirements – Essential	
Experience (Job related)	<p>Substantial senior management level experience gained in a similar role and in a similar environment</p> <p>Practical experience of supporting vulnerable groups in employment related support</p> <p>Experience of managing challenging behaviour Demonstrable experience of delivering a successful employability service</p> <p>Motivating a staff team to achieve a shared goal</p> <p>Experience of seeking out training opportunities to develop a team</p> <p>Experience of brokering relationships with external partners such as colleges and employers</p>



	<p>Experience of offering successful skills programmes and workshops that enhance opportunities for employment</p> <p>Experience in measuring and reporting on social impact outcomes</p> <p>Detailed understanding of safeguarding best practice and other relevant legal and regulatory requirements</p> <p>Experience in budget setting, management, monitoring and interpreting financial information</p>
<p>Practical and Intellectual Skills</p>	<p>Ability to inspire and motivate a team to drive performance</p> <p>Ability to identify individual skill gaps and use motivational interviewing to coach others</p> <p>Ability to communicate clearly to other teams and departments</p> <p>Strong, effective team leadership</p> <p>Excellent communication and presentation skills</p> <p>Excellent delegation and prioritisation skills</p> <p>Excellent organisational skills</p> <p>Strong IT skills</p>
<p>Disposition / Attitude</p>	<p>Have an open-minded approach</p> <p>Show determination, commitment and resilience.</p> <p>Be assertive and driven</p> <p>Be a good communicator who can develop rapport with a wide range of audiences</p> <p>Show charisma and enthusiasm</p>



	<p>Be patient, understanding and empathetic</p> <p>Have a creative approach to problem solving</p> <p>Be calm when under pressure</p> <p>Be naturally inspirational and passionate</p> <p>Be cooperative and a team player</p> <p>Show a desire to make a difference to the lives of others</p> <p>Take a youth-focused approach</p>
Requirements – Desirable	
<p>Current knowledge and understanding of how housing management, policies and practices impact on benefits and universal credit</p> <p>Relevant professional qualification e.g. youthwork, careers information and guidance, Employability Services sector qualification etc</p>	

