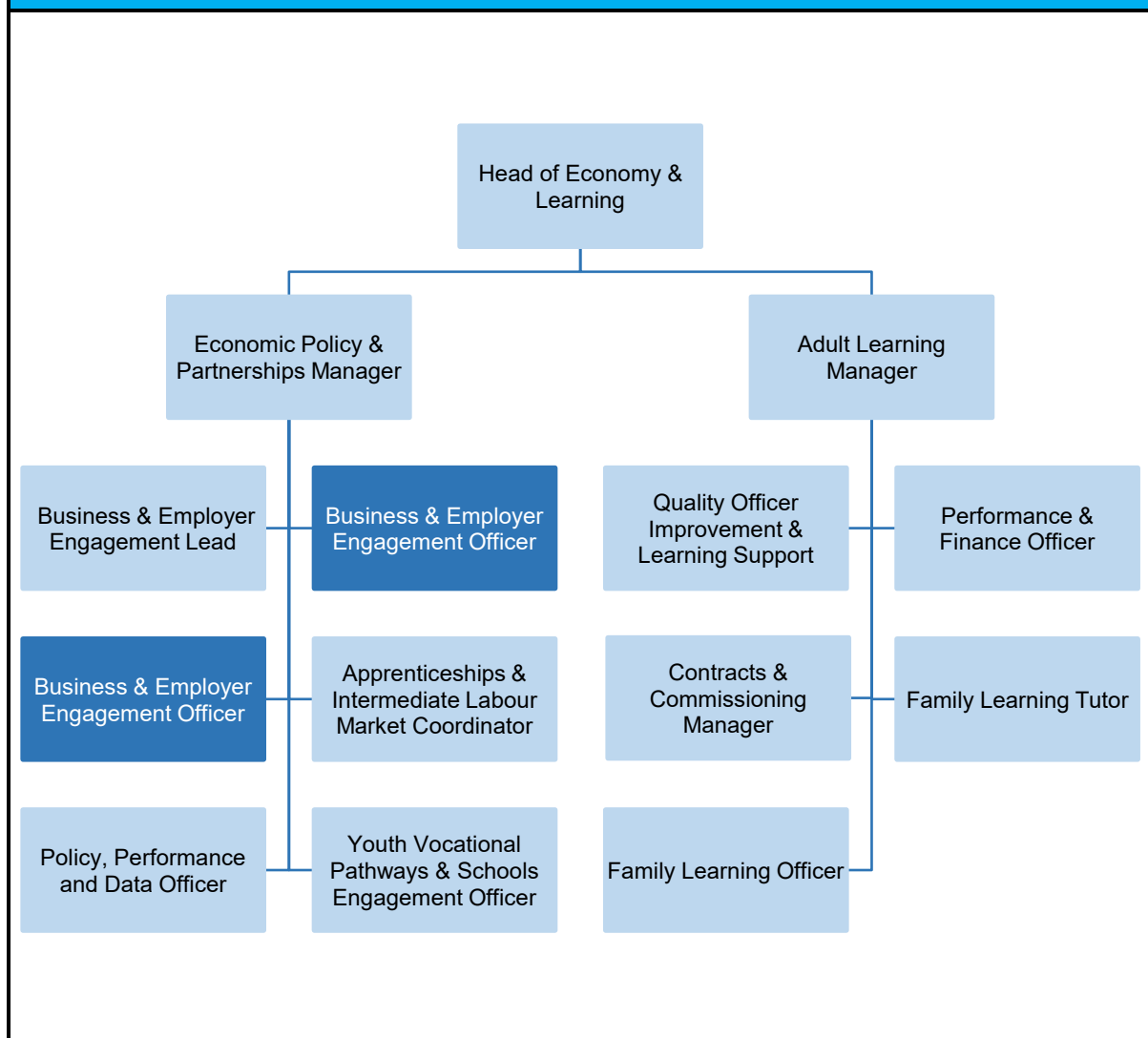


JOB DESCRIPTION

Job Title	Business & Employer Engagement Officer
Directorate	Grenfell Partnerships, Community & Transformation
Service	Economy & Learning
Grade	E

Employees directly supervised (if applicable):	0
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Family Tree



1. JOB PURPOSE:

- To ensure that employers are actively engaged in the local employment and skills agenda, securing and connecting a broad range of good quality employment and skills opportunities with local residents, including key local target groups.

- To undertake sectoral engagement that focuses in the following areas to ensure a good portfolio of flexible employment opportunities are available: Construction, Retail, Hospitality, Health/NHS, Culture
- In response to consultation with employers, shape, influence and develop appropriate training, skills and employment support (delivered directly by Council, by partner agencies or commissioned) ensuring that Kensington & Chelsea residents are better placed to meet employers' labour market needs.

2. DESCRIPTION OF DUTIES:

1. To engage local employers and discuss how their opportunities can support local employment efforts and a number of specific needs.
2. To confirm details of opportunities for residents, including pathways (where regular recruitment takes place, e.g. a major retailer) and to brief and share these opportunities with the Housing & Employment, NRPF and Refugee Services team and organisations that help support and prepare individual job seekers.
3. For apprenticeships, the role will work closely with the Apprenticeship and Intermediate Labour Market Co-ordinator.
4. To promote good employment practice through encouraging commitments to sign up to initiatives such as Disability Confident, London Living Wage, flexible working, diversity in the workplace, etc.
5. To work with the employer to establish suitable selection and appointment methods (recognising that standard interviews may not always be appropriate, so encouraging work trials, or experience options).
6. Create opportunities for specific target groups of residents (job carving) and seek to increase employment in under-represented groups.
7. To bring the employer's recruitment efforts closer to the communities in the borough. For example, by encouraging interviews to be held in the community, or by linking the employer up with opportunities to attend careers events and fairs within the local community.
8. To work with the BIDs and property estates (such as Cadogan Estates) and major developers (e.g. Earls Court Development Company), connecting with their occupiers and offering job brokering recruitment services, supporting them fill vacancies through connection with Housing & Employment and partner organisations with community caseloads.
9. To work closely with other staff and organisations based in the borough that engage with employers (including Morley College, DWP, Work and Health Programme provider, RBKC Opportunities Network members).
10. To link interested employers with the specialist officers delivering supported employment for SEND or additional employment support for adults (e.g. the contracts Adult Social Care has with Balance).
11. Identify opportunities to develop customised pre-employment training and feed that back to training providers and employment support providers including Morley

College, Adult Learning Service, etc.

12. Develop strong partnerships with key local partners, including local schools and youth providers, to gather intelligence on residents' needs and aspirations.
13. Provide constructive feedback from employers to providers/advisors in relation to unsuccessful applicants to support continuous improvement in local employment support provision.
14. Explore innovative employer-led initiatives to support employability across a range of target groups. These could include mentoring, interview preparation, networking and influencing broader social mobility aspects.
15. Establish and maintain an appropriate tracking and performance system to be able to report on progress and ensure continuous improvement of the service provided.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Business & Employer Engagement Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications

C	Skills; Experience and Attitude • Substantial experience of successfully working with employers to develop productive relationships and create opportunities for local people. • Experience of developing strong partnerships across sectors including working with Job Centre Plus and other employment and skills providers. • Ability to gather intelligence about key growth sectors and local priorities to plan and inform service delivery. • Knowledge of the London labour market and specific knowledge of the variety of industrial and business sectors in the capital and locally. • Excellent interpersonal skills both written and verbal in order to work closely with other council departments, partners and the business community. • Good influencing and negotiating skills with the ability to work sensitively and collaboratively in a publicly accountable and political environment. • Knowledge and understanding of the issues facing disadvantaged people and of appropriate referral services, with experience of developing good working partnerships and referral pathways with these services. • Ability to devise and use a system to track outcomes, report on performance and implement continuous improvement of delivery. • Ability to work under pressure, manage competing priorities and deliver high quality results to tight deadlines. • Ability to work flexibly including evenings and occasional weekends
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of

	each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.