**Contract:** Fixed term until 29 November 2024, full-time (35 hours per week)  
**Based at:** Nottingham. Additional travel required between delivery locations across Nottinghamshire and High Peak  
**Salary:** £27,000 to £29,000 per annum     
**Project:** Pioneer Work & Health Programme

**1.**  **MAIN PURPOSE OF THE ROLE**

The Recruitment Adviser is responsible for building referral pathways for participants to access our delivery programmes, identifying and building relationships with relevant local services and community organisations to ensure our employability programmes receive appropriate referrals and are aligned and fully integrated with local provision e.g., IAPT services, drug and alcohol services, Job Centre Plus (JCP) etc;  and sourcing of sustainable employment opportunities for programme participants within the local employer market.

**2.**  **POSITION IN ORGANISATION**

* Reports to the Employment Services Stakeholder Manager
* Day-to-day liaison with the Employment Services Performance Manager, Team Leaders, Recruitment Managers, Employment Advisers and Support Officers

**3.**  **DUTIES AND KEY RESPONSIBILITIES**

* Acts as the key contact for referral providers, ensuring queries on referrals or on any aspect of partnership working are resolved within 48 hours to adhere to Minimum Service Levels.
* Engages with JCP managers to ensure referral numbers match profile expectations for starts.
* Engages with community organisations, NHS, Universities and colleges to obtain profiled referral numbers.
* Promotes and creates an awareness of the entire range of products and services including work experience/trial opportunities, self-employment, vocational and accredited training as well as vacancies.
* Books a variety of appointments with new customers, makes new customer calls 48 hours prior to start date on a weekly basis and supports advisers to book outstanding appointments.
* Support delivery staff with interventions, including in-work support and checks.
* Track participant progress during and after programme end for management information purposes.
* Record all activity with businesses on the Chamber’s Customer Relationship Management system.
* Ensure that potential new members are referred to the Chamber’s Membership team for follow up.
* Assist with events, exhibitions and open days as and when required.
* Carry out office cover duties as required.
* Any other reasonable duties as required.

**4.**  **PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge and qualifications**   * IAG awareness training * IAG Level 3 certificate * Knowledge of Chambers of Commerce * Experience of working with secure CRM systems * Good working knowledge of Microsoft Office and Cloud based applications * Good basic or key skills in English and Maths * Health and Wellbeing Level 3 * Mental Health Awareness Level 2 * Basic Counselling certificate | essential        essential    essential | desirable  desirable  desirable        desirable  desirable  desirable |
| **Experience**   * Relevant and demonstrable experience working with unemployed/inactive customers in a welfare to work programme * Good communication skills both written and verbal * Working with companies who are looking to recruit staff * Experience of working with a diverse range of needs * A good understanding of barriers to work and how to manage them with the customer group | essential  essential  essential  essential  essential |  |
| **Skills and abilities**   * Good organisational and administration skills * Strong, professional communication skills at all levels (written & verbal) * To understand peoples limitations * Manage own workload/diary and adhere to deadlines * Ability to check all activity is compliant with Minimum Service levels | essential   essential    essential     essential    essential |  |
| **Personal attributes**   * Takes responsibility * Celebrates and is proud of success * Supports others and works well with a team * Creative and challenges tradition * Must be dependable, reliable and trustworthy * Must be able to exercise tact and diplomacy at all levels and show empathy * Must be able to work under own initiative * Full driving licence (able to drive in the UK for business purposes) * Access to own transport, and willing to travel to delivery sites across Derbyshire and Nottinghamshire * Tenacious and driven to succeed * Well presented * Must be prepared to work flexibly in terms of working hours * Able to pass an enhance criminal record check | essential  essential  essential  essential  essential   essential  essential  essential    essential    essential  essential    essential  essential |  |

 **5. OTHER INFORMATION**

This role operates within a face-to-face delivery model (working from Chamber offices, in the community and within customer premises) and therefore not suitable for remote working e.g., from home due to programme requirements.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_