

Role profile

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| Job Title: | Work Experience Delivery Officer | Grade: | 8 |
| Department: | Regeneration, Economy and Skills | Post no.: | 65408 65409 |
| Directorate: | Economy and sustainability | Location: | Perceval House |

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| Role reports to: | TBC |
| Direct reports: | TBC |
| Indirect reports: | TBC |

Job description

Purpose of role

- Manage and implement Work Experience (WEX) programmes for both Year 10 and Year 12 students across secondary schools in Ealing.
- The role will support students to develop employability skills through successful completion of WEX placements relevant to future career plans.

Key accountabilities

- KEY ACCOUNTABILITIES:
- Work directly with schools to ensure the effective management of work experience (WEX) programmes.
- Work directly with Ealing employers to secure, organise and manage work experience placements schedule for a specified caseload of students including vulnerable students/students with learning difficulties/disabilities across Ealing's growth sectors.
- Be up-to-date with the relevant H&S training and complete necessary WEX placement Health & Safety checks (calls or undertaking site visits as appropriate) to ensure regulations are met with regards to employers in the workplace.
- Actively promote the awareness of the WEX programme and work-related learning opportunities through a variety of marketing campaigns including inviting employers to events such as breakfast networks. Provide comprehensive information regarding work experience including creating documentation on a regular basis. Deliver/support preparation for WEX sessions, ensuring all students understand the benefits of undertaking a work placement and of engaging with employers as well as explaining the process/support available to them.

- Work in collaboration with employers and external contributors to create and support the delivery of alternative WEX activities for students who are unable to undertake WEX placements, including employer talks, employer set projects, skills competitions, mock interviews, taster visits or on-line activities etc.
- Provide and collate all the necessary documentation to employers, parents and students with regards to placement details, health and safety, and where appropriate student medical details/confidential details.
- Work with the individual schools on staff visiting students participating in work experience where applicable.
- Be available as the first point of contact for employers during work experience programmes (out of normal working hours if necessary) to support and advise with practical issues.
- Monitor feedback and deal immediately with issues arising from WEX programmes.
- Maintaining regular contact with stakeholders (students/parents/teachers/schools' leads, employers etc) involved in WEX placements.
- Manage and maintain a database of WEX placements/employers.
- Assess, through the delivery of work experience debrief sessions, the success of WEX programmes.
- Ensure all written and electronic records, reports, letters and other documentation are completed in an accurate and timely manner.
- Manage own diary and appointment system to meet all aspects of the role.
- Ensure your own professional development needs are met so that relevant new advances and initiatives are reflected in your practice.
- Comply with the council's policies and procedures, including safeguarding, GDPR, Health & Safety and Diversity and Equality policy.
- Ensure the efficient operation of the service and in order to meet all of its stakeholders' needs, the post holder will be expected to work at any site across the borough including additional hours from time to time which may involve evening or weekend work.
- Leave requests to be submitted to your manager for authorisation, during peak times leave will be awarded in exceptional circumstances only and in a case-by-case basis.

Key performance indicators

- Establish and maintain positive working relationships with students and parents/carers to enable active participation in WEX.
- Working effectively with groups of students e.g. planning and delivering WEX related workshops or leading assemblies.
- Identify barriers to participation in WEX and help students to overcome these by developing support strategies.
- Engaging and developing links/networks with new and existing employers to deliver a wide range of placement opportunities for students.
- Working with local employers/organisations to ensure compliance with statutory guidance/legislation for Work Placements.

Key relationships (internal and external)

- Colleagues within the service, department and throughout the Council.
- Regular contact with Secondary schools' career leads
- School leaders, Tutors, SENCo, Heads of Year/House to give information, updates and guidance.

Authority level

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Candidates, please address the criteria marked with () only in your application. Please give examples**

Essential knowledge, skills and abilities

1. ******Clear understanding of why Work Experience is an important part of education and practical experience of following processes and procedures, including completing documents and records to a high standard and in line with required protocols.
2. Ability to work on own initiative to keep work experience projects on track.
3. ******Ability to conduct site visits and ensure compliance with any relevant health and safety checks to ensure compliance with regulations and basic training to complete any necessary work placement checks.
4. ******Excellent verbal and written communication for building relationships with stakeholders ranging from students, schools and employers, and ensuring clear understanding of project goals, including preparation of clear and accessible information and reports for service and stakeholder use.

5. ******Ability to handle stressful situations and address any issues that arise during work experience programmes, including an understanding of protecting personal data and working with information management systems.
6. Ability to implement systems and procedures, including the ability to use a variety of ICT packages.
7. ******Strong organisational and administration skills for managing multiple work experience placements and ensuring all documentation is accurate and up to date.
8. Highly organised and able to manage multiple tasks and deadlines efficiently to manage own workload, work without close supervision.
9. ******Experience of working successfully with colleagues in a collaborative and team focused way to build strong relationships and deliver high quality cross-service activities and events.
10. Understanding of Ealing's policies on Equality, Diversity and Inclusion together with practical ideas for their implementation in this post.
11. ******Ability to plan, manage and implement small-scale projects, and to use these skills to assist colleagues on larger scale projects.

Essential qualification(s) and experience

1. ******Proven experience in coordinating or delivering work experience, employability, or careers-related programmes for young people.
2. Experience working with secondary schools, employers, and external stakeholders to secure and manage placements.
3. Understanding of the Gatsby Benchmarks, especially Benchmarks 5 and 6 (employer encounters and experiences of workplaces) 8.
4. Knowledge of inclusive practices and strategies to overcome barriers to participation in WEX
5. ******Experience supporting vulnerable learners, including those with SEND or additional needs
6. ******Understanding of safeguarding protocols and the ability to act as a first point of contact for employers during placements
7. Experience of delivering group talks/presentations and facilitating workshops with a wide range of stakeholders.

8. **Experience of using databases and digital tools for tracking placements and reporting. Competence in using Microsoft office applications effectively, such as Word and Excel, to support day to day work activities for project management and documentation.

Values and behaviours

| Improved life for residents | Trustworthy | Collaborative | Innovative | Accountable |
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| <ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues | <ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly | <ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents | <ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures | <ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards |