



**THE
POPPY
FACTORY**

getting you back to work

Employability Consultant

Job Title:	Employability Consultant
Responsible to:	Employability Regional Manager
Salary	£29,164.32 - £30,230.73 per annum, dependent on qualifications
Position:	1 year initial contract, 37.5 hours per week
Location	Partially Embedded and Field Based, with travel within designated region

Background

The Poppy Factory is an independent charity which was founded in 1922 with the objective of providing paid employment opportunities for disabled ex-Servicemen and women. A factory was established in Richmond to make poppies and other commemorative items to achieve this purpose. The products are sold under special arrangements to The Royal British Legion.

To this day, the charity continues to provide paid employment at its iconic factory in Richmond for Wounded Injured and Sick (WIS) ex-Servicemen and women. Since 2010, The Poppy Factory has also introduced an Employability Service, which supports veterans with health conditions into meaningful and sustainable employment principally throughout England and Wales, although we also provide assistance in Northern Ireland.

The Poppy Factory Employability Service has supported over a thousand veterans back into work who have some form of mental or physical health challenge in relation to employment. We are ambitious about supporting many more wounded; injured or sick veterans into meaningful and sustainable work.

Purpose of the role

To work collaboratively with WIS Veterans (our clients) and employers to provide employability information, advice and guidance in order to assist clients to secure and retain paid, meaningful and sustainable, employment.

To provide robust case management incorporating regular reviews of client progress and adjusting plans as needed.

To ensure long term follow through with clients and employers, to optimise and evaluate client progress in order to achieve individual and team performance targets.

Key Responsibilities

- Manage a diverse caseload of clients with health conditions and complex needs back into employment, providing a professional employability, job matching and career management service.
- Attend recruitment fairs, and other client contact or networking opportunities to promote the service and encourage appropriate client referrals.

- Provide information, advice and guidance to clients on key knowledge areas including; CVs, Job Searching, Interview Skills coaching and Training/Education, to enhance current and future employability.
- Use labour market information and client data to research and build relationships with employers in the designated region, creating employment opportunities appropriate to the needs of the client base and educating employers.
- Job match clients with vacancies and opportunities.
- Carry out detailed job analysis to understand and guide on reasonable adjustments, onboarding arrangements or training and development, as needed to maximise the likelihood of successful and sustainable employment.
- Effectively involve Volunteers within case management to provide additional or complementary intervention, according to client need.
- Provide professional In-Work Support to clients and employers, demonstrating high levels of 'customer' sensitivity and responsiveness, and ensuring client training and development goals are achieved
- Where necessary, proactively refer and/or signpost clients to other relevant support agencies.
- Maintain Customer Relationship Management system, case notes and other electronic files and customer records to a required, high standard to ensure the customer journey is documented in accordance with quality standards.

Please note this list is not exhaustive and will evolve with the role and the growth of the employability service.

Person Specification – Employability Consultant

Essential Skills & Qualities:

- Previous Supported Employment or Vocational Rehabilitation experience gained in a private, public sector, or not-for-profit environment.
- Experience of employment support for people with disabilities (physical or mental health).
- Evidence of working across diverse employment populations
- Excellent knowledge and understanding of recruitment practices, with proven ability to coach Clients in application skills and interview techniques.
- Excellent case management skills to deliver a quality service.
- Well organised, structured and self-disciplined, with excellent prioritisation skills, the ability to work with limited supervision and on one's own initiative, but within a whole team approach.
- Confident, articulate communicator both spoken and written with very strong interpersonal skills and capacity for empathy.
- Demonstrable networking and relationship management skills.
- High level of personal resilience, adaptable and flexible with the ability to deal effectively with potentially stressful or pressured situations
- Competent in the use of IT including Microsoft Office applications.
- Ability to both work partially embedded and travel extensively (within the designated region) on a flexible basis.
- Understanding of IPS principles in the context of employability
- Positive attitude with a commitment to delivering a quality service.

Desirable Skills & Qualities:

- A relevant professional qualification
- Experience of previous field-based working and an understanding of how to manage this effectively.
- Knowledge and experience of key legislation as it relates to this type of service and role (e.g. Data Protection, Equality Act 2010).
- Knowledge and experience of adult safeguarding requirements and practices.
- Knowledge of HM Armed Forces.
- Experience of the charity sector.
- Experience of applying IPS principles in the context of employability

Special Requirements

The post requires an enhanced disclosure (DBS) check.

How to apply

To apply for this position please send your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification. You may address your covering letter to Abigail Boyle, Director of Operations.

The post is anticipated to close at midnight on **4 March**, with interviews expected to take place on 17 March. Applications will be reviewed on a rolling basis, so we encourage candidates to apply promptly.

For an informal conversation about the role, please contact Abigail Boyle on 020 8439 2844 (no agencies please)

Benefits, terms and conditions

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

Salary: All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

Hours of Work: Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

Location: Greater London, principally Fulham and Richmond, with travel.

Contract: unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

Pension: on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 5.33% employer and 2.67% employee (via salary sacrifice). Staff may choose to increase their contribution rate to 5%. The Poppy Factory will contribute double the rate i.e. 10%.

Annual Leave: Full time staff entitlement is 24 days per year plus 1 day in lieu of Armistice Day plus public holidays, with 1 day's additional leave on completion of 3, 4, 5 and 9 years' service.

Reservists Leave: Staff who are members of the Reserve services are entitled to two weeks paid leave to support their reservist activities.

Life Cover: Life insurance cover of 3x annual salary.

Employee Assistance Programme: 24 hour/365 days confidential service offering a wide range of advice and support.

Family Friendly: Enhanced parental benefits (subject to meeting statutory requirements).

My Work/Life Benefits: Cycle to work scheme and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

Equality, Diversity and Inclusion

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your application if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer.