

Job Title:	Building Bridges Support Keyworker
Location:	Swindon
Salary banding:	£19,000 - £21,000
Contract type:	Part time (28.5 hours per week) Fixed term contract until August 2019
Responsible to:	Swindon and Wiltshire Area Coordinator

Main Purpose of Job:

Building Bridges is part of the national Building Better Opportunities programme which is funded by Big Lottery and European Social Fund and aims to help people who are unemployed and economically inactive to overcome their barriers to participation in work, training and education. Community First are the Lead Partner.

You will be part of a team that includes Keyworkers and injured military veterans who are inspiring people to make positive change in their lives.

You will be very experienced in the use of IT including the full Microsoft Office suite and the use of bespoke customer management/management information systems. You will have excellent attention to detail and well developed communication skills, in particular written and telephone communication skills.

Key relationships:

Internal	External
Swindon and Wiltshire Area Coordinator	Community First
Keyworkers	Community First delivery partners
Active Plus Office Manager	Project participants
Active Plus Senior Management Team	Referral organisations e.g. Jobcentres

Main Duties and Responsibilities:

- Support the Area Coordinator in meeting with participants to identify their needs and support them in their journey to employment, training or education
- Manage day to day communications for the Project, including telephone calls and emails, fielding enquiries and/or passing them to the relevant person
- Support Area Coordinator to prepare reports and compile Management Information reports
- Undertake filing, scanning and photocopying requirements, ensuring that participant files are compliant and stored securely
- Ensure that all project paperwork is accurate, compliant and input to the Community First management information system in a timely manner – doing this direct or supporting other team members to do so
- Undertake compliance checks as directed by the Area Coordinator
- Book venues as required
- Compile participant feedback reports, identifying potential case studies, quotes etc. that could be used to promote the project
- Adhere to policies and processes set by Active Plus and Community First

- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from Managers as appropriate
- Ensure that data is handled compliantly at all times
- Other duties in relation to the Project as required

Person specification

Skills, knowledge and experience		
Essential	Desirable	How identified
Experience of working in a person-centred role	Experience of ESF and/or grant funded projects.	CV Personal statement Interview
Excellent communication skills including written and telephone skills		Personal statement Interview
Sound knowledge and use of the Microsoft Office suite.	ECDL or other IT related qualification	CV Personal statement
Experience of working to strict deadlines whilst ensuring that all work is effective, accurate and compliant	Experience of working to achieve set targets and outcomes or to very specific rules and procedures	CV Personal statement Interview
Experience of working as part of a team	Knowledge and understanding of the challenges faced by wounded, injured or sick military veterans	CV Personal statement Interview

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).