

Job Title:	Change Coach
Location:	Head Office Base in Truro, working across Cornwall
Salary banding:	£24,500-£26,500 (pro rata)
Contract type:	Fixed Term (0.8 FTE)
Responsible to:	Project Manager

Main Purpose of Job:

Working as part of a project you will be part of a team that includes Change Coaches who are supporting and inspiring people to make positive changes in their lives.

As a Change Coach you will predominantly work with ex-forces personnel to deliver 1:1 support as you assess needs and develop individually tailored support packages to enable participants to become more socially included and enter training, education and/or employment. Your participants will often have multiple barriers and/or are disadvantaged in the labour market. As a Change Coach you will document and record the participant journeys and progression.

You will manage a bespoke caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.

Linking in with the resources available locally to the Armed Forces Community and empowering your participants to access this support will be fundamental to your role as you guide your participants on their individual journey.

This role is part of the Good Growth Programme for Cornwall and the Isles of Scilly and aims to increase employability, skills and sustainability in work.

Key relationships:

Internal	External
<ul style="list-style-type: none"> • Active Plus Senior Management Team • Project Management Team • Active Plus Delivery Team 	<ul style="list-style-type: none"> • Project Participants • Project delivery partners • Armed Forces Community organisations • Referral organisations e.g. Jobcentres, NHS, Housing Associations, Voluntary and Community sector organisations • Partners, training companies, employers and organisations who can help participants to overcome barriers and progress to work

Main Duties and Responsibilities:

- Manage a bespoke caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.
- Assist participants in their transition from their Armed Forces career into civilian employment including identifying transferable skills, managing expectations and developing workplace skills.
- Be a key point of contact for the partnership to access specialist Veteran support ensuring that all ex forces personnel who join the project can benefit from the bespoke advice and support that you can offer.
- Respond to referrals, ensuring that the person is eligible for the contract and assist with the identification and recruitment of long term unemployed and economically inactive participants.
- Through assessment and discussion, establish effective SMART action plans and optimum progression routes for participants.
- Regularly review participant progress using distance travelled measures and ensure action plans are reviewed and developed to support customers through to sustained employment.
- Use a variety of engagement strategies working with the local Armed Forces community to meet the project's engagement targets across all participant target groups, ensuring equality of access for all.
- Work closely with the Project Manager as you assist in researching and gathering information about the local Armed Forces community establishing ways to improve the transition for forces personnel from the military to civilian employment.
- Working closely with the Active Plus Delivery Team, you will refer participants who will be given the opportunity to volunteer alongside an experienced team of Instructors who are helping themselves by helping others as they deliver confidence, motivation and enabling courses within the community.
- Using information from your own experience, the experiences of participants and feedback from military organisations you will be responsible for collating and presenting information to the Project Manager.
- Work to the standards and procedures set out within the project guidance ensuring compliance at all times, including deadlines for when programme evidence needs to be presented to the central administration team.
- Ensure the information management system is kept up to date, recording accurate data on participants' demographics and activities
- Develop and maintain good relations with local external stakeholders and other contacts.
- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from the Project Management Team as appropriate
- Ensure that data protection guidelines are followed at all times
- Other duties in relation to the Project as required

Person specification

Skills, knowledge and experience		
Essential	Desirable	How identified
Experience of supporting people to reconnect with employment or education.	Experience of advising serving or ex armed forces personnel.	CV Personal statement Interview
A knowledge and understanding of the challenges faced by military veterans.	Experience of serving in the Armed Forces.	CV Personal statement Interview
Experience of working on a 1-2-1 basis with people, helping them to identify and achieve goals	Experience of working with to work to SMART objectives and achieving targets and outcomes	CV Personal statement Interview
Experience of managing a caseload of participants	IAG, coaching, teaching or training qualification.	CV Personal statement Interview
Knowledge of the local labour market and current opportunities available for employment and training.	Proven track record of successfully working with partner organisations	CV Personal statement Interview
Experience of working with communities as a way to support participants to achieve their goals.	Previous experience of working on a back to work or similar project	CV Personal statement Interview
Ability to communicate with a wide range of audiences.		Personal statement Interview
Experience of working to strict deadlines whilst ensuring that all work is effective and compliant.	Experience of grant funded delivery	CV Personal statement
Sound knowledge of the Microsoft Office suite.	ECDL qualification or similar. Experience of information management systems	CV
Current clean driving licence and access to a vehicle for business use		CV Personal statement

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)

Application process

To apply for this role please submit the following documents via email to Rob Bradshaw at rob@activeplus.org.uk

- A CV of no more than two sides of A4 and
- A Covering Letter of no more than two sides of A4 detailing why you would be suitable for this role