

**Job title:** Kickstart Supervisor

**Reporting to:** Head of Business Support

**Salary:** £25,000 pro rata

**Hours:**  22.5 hours per week

**Contract:** Fixed term until 31st December 2021 with possible extension to 30th June 2022 – Secondment will be considered

**Location:** Multiple requiring travel across our offices

We are delighted to be supporting unemployed young people in West Sussex to gain work skills and experience under the Government Kickstart Scheme.

We are looking for an enthusiastic people person with a passion for supporting young people reach their full potential by providing supervision and coaching. This will be a hands on role, supporting young people to develop their skills and confidence in different areas of our business. You will work with different teams to provide meaningful day to day supervision and mentoring, line management and progressing their personal development, support them to secure sustainable work with coaching, CV writing, job applications and interview skills.

**About you:**

We’re looking for someone who is ambitious for young people and enjoys coaching and working with people to reach their full potential, able to be a mentor but also provide clear objectives to help young people to succeed. You will need excellent organisational skills and be able to work well as a team, gaining commitment from others to support young people to deliver their objectives whilst being quick to build rapport with young people. You will work closely with a number of internal teams who will be contributing to and supporting the successful delivery of this project.

On the day-to-day, you’ll jump between a variety of tasks, ranging from recruitment and induction to training and coaching, interview skills and CV writing to working with staff to ensure they are supporting the young persons needs or liaising with Jobcentre plus and employers.

You will have experience of matching candidates to roles, identifying learning needs and coaching people to achieve positive outcomes. Ideally this will be with young people and demonstrate experience of working with people from a range of backgrounds, motivating them to succeed in securing work through helping with CVs, job interviews and applications. You will have experience of working with multiple teams to support project delivery.

**Job Description**

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| **Main tasks** | * Recruitment and careers support – shortlist and interview candidates, create advertisements and inductions. * Promote and champion the project internally and with external stakeholders * Deliver training and coaching through groups, one to one, identifying learning and development needs, creating plans, identify learning and development opportunities for example shadowing, online study. * Line management of young people in a matrix management structure, holding 1-2-1 supervisions, setting SMARTER objectives, managing leave requests and other HR issues which may arise. * Work across the organisation ensuring others are providing appropriate work activities and supporting young people to meet their objectives and champion the project. * Evaluate and monitor project delivery and take learnings to improve future work. * Uphold the aims and principles of citizens advice including equality, diversity and inclusion in your own work and that of others. * Adhere to safeguarding policies |
| **Project Management** | * Project management by liaising with other staff who provide day to day supervision, liaising with DWP and employers, work with the management team to ensure recruitment and retention is on target, working with internal and external teams to ensure. * Record milestones and kpis for the project, providing regular reports on delivery of the project. * Evaluate and monitor project delivery and take learnings to improve future work. * Maintain data protection and GDPR in own work and ensuring team members and placements do the same |
|  | * Self administer and maintain follow internal policies and procedures including Health and Safety. * Support and supervise volunteers and own placements as required * Maintain own learning and continued development * Travel to locations as required including meeting with placements * Perform any other duties as required |

**Person specification**

**Essential**

**Experience and Knowledge**

* Experience of recruiting and onboarding paid or volunteer roles
* Experience of supporting people to successfully apply for work including CV writing, job applications and interview skills
* Experience of motivating, coaching and mentoring young people to build their knowledge, skills and confidence
* An understanding or the challenges, opportunities and motivations of young people seeking work in West Sussex
* Experience of line management, following procedures including safeguarding and GDPR, setting objectives, identifying learning and development needs and providing training for different learning styles

**Skills**

* Excellent IT skills able to self service using a range of products including Microsoft, case management systems, online HR systems and training platforms
* Excellent interpersonal skills able to coach, motivate and negotiate with people from a range of backgrounds and multiple teams, take and use feedback
* Good project management skills able to create plans and work to kpi’s which are responsive to change and produce high quality reports
* Excellent organisation skills, able to plan and manage own work and meet deadlines

**Attributes**

* Problem solving skills and resilience to overcome
* Able to reflect on learning and demonstrate a commitment to continuous improvement
* A demonstrable commitment to equality, diversity and inclusion
* Able to travel across locations in West Sussex

**Desirable**

* Experience of working in local citizens advice