

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Employment Support Assistant
- Post Number: P26984
- Grade and SCP: Grade 5
- Directorate: Health and Wellbeing

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Restart within Enable, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Enable is Shropshire Council's employment service for long term unemployed, people with health conditions or disabilities.



Overview of your role

You will offer in work support to clients via telephone to assist them in securing sustainable employment.

Work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to Senior Employment Manager who is in turn responsible for your health and safety, training and development.
- expected to contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

The post holder will:

Make telephone calls to participants on the Restart programme to offer in work support and enter relevant information on to the management system.

Inform Support Manager of any specialist support required from the in-work support call

Create, develop, and maintain positive working relationships with colleagues and external contacts.

Enter and integrate data using a computer system and presenting information in various formats including spreadsheets and databases, using a variety of software applications which include Word, Access, Excel and Power Point

Draft and prepare documents to meet specified requirements using the appropriate organisational format and respond to correspondence.

Maintain and continually develop an understanding and awareness of issues related to equal opportunities and anti-discriminatory practice and to demonstrate this in carrying out duties and responsibilities.

Collate and report on customer feedback



Ensure that administration procedures comply with customer contractual requirements and lead to excellent internal and external audit reports

Attend meetings as required.

Comply with quality systems and health and safety procedure. Be expected to fully implement the Council's equal opportunities policy.

Carry out any other duties as requested by the Line Manager.

Adopt a customer focused approach when delivering their service

Promote continuing personal and professional development of self through performance review processes

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.



You will be based at New Zealand House

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 08:45 – 17:00 Monday – Thursday and 08:45 – 16:00 Friday with a minimum lunch break of 30 minutes. Occasional evening work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rata for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to



apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence

