

ThinkForward employment & education coordinator, London

Salary: £34,190 - £35,891
Contract: Permanent, 37.5 hours per week
Start date: Early 2019
Location: London
Reporting to: London Regional Delivery Manager

Please send completed application forms (we do not accept CVs) by **9am on Monday 31st December**. We anticipate interviews taking place during the week commencing Monday 7th or 14th January, 2019.

Please send application forms to jobs@thinkforward.org.uk

Benefits

4.5% employer pension, 25 days annual leave with additional days between Christmas and new year when office is closed, 2 volunteer days, season ticket loan, cycle to work scheme, childcare vouchers.

Key relationships

Internal: Lead EEC and regional EECs, London coaches and regional delivery manager

External: Partner businesses and organisations, colleges

Overview of ThinkForward

ThinkForward is a breakthrough coaching programme that ensures young people who are disengaged from or underperforming at school receive support to transition into sustained employment. Young people are identified for the programme aged 13 based on risk factors known to increase their chances of future unemployment. They are offered one-to-one support from a progression coach who builds a trusted and long-term relationship over five years, helping them to overcome challenges in and out of school and linking them to ready for work activities provided by a community of businesses. By the end of the programme young people develop the aspirations, skills and mind-sets needed to thrive and sustain employment.

Overview of role

1. The ThinkForward employment & education coordinator will **coordinate the activities** that ensure young people transition smoothly through education and into sustained employment
2. Responsible for identifying, developing and maintaining **strong external Education and Employment partnerships** to deliver these activities
3. To be the “expert” on the local educational and employment landscape to inform ThinkForward’s CEIAG
4. To have an excellent understanding of and confidence using **data** to plan, analyse and evaluate activities

Key responsibilities

Coordination of activities - to ensure young people on the programme gain the knowledge, skills, qualifications and experience needed to become “Ready for Work”

- A. To source and coordinate a termly/annual programme of Educational and Ready for Work activities based on the needs of ThinkForward young people
- B. To prepare businesses and their employees for engaging with vulnerable young people, training supervisors and mentors, advising on agendas and carrying out risk assessments as required; obtaining feedback from participants and volunteers after activities to assess the impact and any improvements or follow up activities required
- C. Management of the ambassador and alumni programme, including designing and delivering the monthly meetings and training ambassadors to work at company events

Partnerships management- to ensure ThinkForward remains a collaborative and non-duplicative organisation.

- D. To identify, build and maintain strong partnerships with businesses, job brokers, and with training providers and educational institutions who can provide activities, support and employment opportunities for young people and to work with them to realise those opportunities
- E. To manage the directory of all these partnerships and to communicate the opportunities to the wider delivery team and their cohorts. For example, organise networking events, send e-bulletins, inviting partners into team meetings, facilitate group work in schools
- F. To collect feedback and data from partners on young people's engagement and attendance and through quality assurance to take steps to broker supportive meetings between coaches and the partner, and review or terminate a partnership where necessary
- G. To liaise with the fundraising team on any fundraising opportunities including corporate partnerships, volunteer/individual giving, national partnerships and delivery contracts

Job brokerage and IAG - to understand the local educational and employment landscape to ensure ThinkForward provides informed and relevant guidance and opportunities to its participants.

- H. Via training opportunities, bulletins and databases ensure coaches have live local information on jobs and courses so they can deliver quality IAG in coaching/group sessions
- I. To meet one-to-one with young people to prepare them for specific applications/interviews
- J. To provide in-work/education support for young people to maximise the chances of the transition being sustained up to and beyond 6 months.
- K. To communicate regularly with the central team and other local coordinators to share best practise, sector knowledge and any potential national partnerships.

Impact and Data

- L. To use data on young people's career goals, predicted destination, and the Ready for Work passport to assist the regional delivery manager with planning activities
- M. To meet any reporting and paperwork requirements for contracts/donor agreements associated with these activities
- N. To use data such as behaviour, attendance, attainment and the Ready for Work coach judgments to assess the impact of activities

Management of apprentice/intern/work experience

- O. When required to manage and support an apprentice to coordinate and deliver the above activities including the coordination and running of the ambassador programme
- P. To supervise any office-based interns or work experience as required

Person Specification

ThinkForward operates a staff competency framework to inform our recruitment and performance management of staff. The following behaviours define the expectations for this position.

Professional expertise	<ul style="list-style-type: none"> • Experience of working with and empathy for vulnerable young people including excellent grasp of safeguarding procedures. • Experience of developing networks and managing multiple stakeholders • Experience in engaging with or selling to corporate partners and businesses • An existing network of organisations offering a wide range of support and guidance for 13 - 19 year olds • CEIAG qualified (desirable) • Demonstrates good understanding of the local and national labour market • Demonstrates good understanding of educational pathways in the UK • Project management experience • Confident with spreadsheets and databases • Demonstrate a commitment to equal opportunities and anti-discriminatory practice
Communication	<ul style="list-style-type: none"> • Is approachable and adaptable; able to communicate professionally with stakeholders and audiences of all levels including young people. • Excellent written and presentation skills • Takes active steps to communicate new developments in a timely manner. • Makes use of the strengths of different channels/methods of communication to publicise and communicate activities and opportunities to wider team • Is, open and transparent with colleagues and line manager • Is assertive and persuasive when required • Constructively manages barriers to effective communication • Communicates relevant and appropriate information about young people with partners • Ensures that communications within ThinkForward reflect our brand, values and business objectives
Planning and Organising	<ul style="list-style-type: none"> • Exceptionally well organised, methodical and able to deliver to deadlines • Has a flexible but determined approach, puts measures in place to ensure reliability of volunteers and young people does not damage the experience of participants or reputation of the organisation • Has strong attention to detail, with systems and processes in place to maintain high standards of delivery • Prioritises own workload in accordance with higher level goals and objectives • Meets deadlines and advises others promptly of likely delays against plans
Teamwork	<ul style="list-style-type: none"> • Continually engages in joint activities and shared information/ideas with colleagues to achieve mutual objectives • Seeks out the best opportunities to collaborate with external partners to the benefit of ThinkForward young people

	<ul style="list-style-type: none"> • Gains the cooperation and buy-in of team members to challenging tasks • Helps colleagues to enhance personal skills/knowledge • Accepts decisions that are made for the good of the team after consultation and communication
Impact and quality focused	<ul style="list-style-type: none"> • Actively monitors changes or developments in outcomes and quality, and continuously seeks to improve them including improvements to systems and resources • Ensures that relevant data is input and produces accurate management information • Continually identifies and communicates likelihood or otherwise of meeting targets • Adapts to varying work situations and is flexible in their approach to resolving challenges

ThinkForward is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

ThinkForward is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.