

JOB DESCRIPTION

Job Title	Job Brokerage Officer
Organisation	Care Providers' Voice
Reports to	Business Development Manager
Location	London Borough of Redbridge Council Head Office, Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NN
Salary	£30,000 per annum
Care Providers' Voice	
<p>We are a free network connecting all care providers across London. There are Care Providers' Voice WhatsApp groups and virtual meetings for each of the individual boroughs to connect providers locally for up to date information and support.</p> <p>Our objectives are for providers to:</p> <ul style="list-style-type: none"> • Have a platform for information sharing and peer- to- peer support • Have a stronger voice of social care in health • Have greater resources for social care • Improve the profile of social care • Encourage new entrants to work in the sector • Influence social care policy • Collate providers' experience to communicate to local and central government <p>Skills for Care is supporting this initiative to help provide support to members and organisations with workforce issues</p>	
Purpose of Job	
<ul style="list-style-type: none"> • To contribute to the achievement of Care Providers' Voice objectives, particularly in relation to Employment, Skills and Enterprise provision. • To work with the brokerage, employment and training teams in Barking& Dagenham, Havering and Redbridge to 'match' the unemployed people with job vacancies in social care. • To provide support to providers in Barking& Dagenham, Havering and Redbridge in relation to Recruitment and Workforce Development • To promote local employment opportunities, including apprenticeships, to local residents to help develop a strong local workforce • To promote collaborative working amongst Care Providers' Voice partners through information sharing and referrals. 	
Major duties and responsibilities	
<p>Service Development & Delivery</p> <ul style="list-style-type: none"> • To deliver and monitor Care Providers' Voice KPIs; working to agreed objectives, targets and resources. • To ensure positive promotion of the service across the boroughs. • To maintain effective administrative and monitoring procedures to support the delivery of the service. • To assist Care Providers' Voice Business Development Manager with evaluation of Care Providers' Voice for Business provision, advising on best practice and providing feedback to partners / stakeholders • To work alongside the Care Providers' Voice team to identify areas of extension for the Care Providers' Voice for 	

Business programme through additional events and workshops.

Delivery of Recruitment Support and Matching Service

To provide information and advice on the end to end recruitment process to employers including developing job descriptions / person specifications, promoting vacancies, screening CV's and conducting first round interviews.

To deliver a job brokerage / matching service, sourcing suitable clients for identified vacancies in line with key requirements of the job description

To work in partnership with Jobcentre Plus and Care Providers' Voice partners to promote vacancies and ensure suitable candidates are put forward within agreed timescales

To ensure effective management of CRM database

To develop a proactive account management approach to sourcing, developing and maintaining effective relationships with employers

To take responsibility for sourcing and screening candidates for locally identified vacancies and ensuring candidates are fully briefed and prepared for interview

To deliver monitoring reports on client progress through referrals made to vacancies on a monthly basis

To provide monthly tracking data on number of vacancies identified and number of vacancies filled

Contacts and Relationships

To engage in cold calling, face to face employer visits and attending targeted events and networking groups, all with a view to promoting the full Care Providers' Voice for Business offer to the local community

To engage in partnership working with key stakeholders and employers, particularly Jobcentreplus and Apprenticeship delivery providers

To develop, publish and maintain information appropriate to areas of work and make this available to colleagues, external partners and the community.

To develop and support cross Council and inter-agency networks to promote partnership working and improve the quality-of-service delivery and the knowledge and skills of colleagues working in related fields through the understanding of employment support programmes and necessary referral mechanisms.

Personal Development Responsibility

To keep up to date with Government legislation related to Employment and Skills provision and Apprenticeship schemes including Employer Grants

To take responsibility for own development, actively pursuing learning and developmental opportunities, working with line manager to develop and implement a personal development plan.

To adhere to Council's policies on Equal Access, Equal Opportunities and Health and Safety.

To support the achievement and implementation of Investors in People.

To maintain work and leave logs.

To undertake such other duties, commensurate with the nature and responsibility of the post as may be required.

Person Specification

Candidates must have previous experience working in job brokerage/ recruitment

Competencies:

Planning, organising & achieving results:

- Manages own time to complete tasks within agreed deadlines.
- Pays attention to detail and accuracy.
- Familiar with a range of I.T packages e.g. word, excel and outlook.
- Undertakes all task willingly, is prepared to go that extra mile.
- Ability to follow instructions and work within set procedures.

Building relationships, working together and in partnership:

- Co-operates and works well with others in the pursuit of team/organisational goals, sharing information and

supporting others.

- Establishes and maintains constructive and open relationships with a wide range of people.

Embracing change:

- Is adaptable/receptive to new ideas.
- Is willing and able to deal with changing priorities and circumstances.

Respecting & implementing diversity:

- Displays an understanding of equality issues
- Understands the impact of disadvantage on minority groups

Customer focus:

- Listens to the needs/views of all customer/providers/service users.

To apply please submit your CV and a cover letter to info@careprovidersvoice.co.uk

Closing date midnight 06 Feb 2022. Interviews to be held during week commencing 07 Feb 2022.