

L&Q Group

Role title	Employment Support Lead						Date	19.05.2023	
Reports to Title	Successful Tenancies Manager						Version	1	
Grade	Grade 07								
Role Persona	Agile								
DBS Disclosure Required:	Yes		No		Standard		Enhanced		Enhanced +
Responsibility for End Results									
<p>Purpose of role</p> <p>To support L&Q residents into employment, by providing coaching and mentor to a caseload of residents.</p> <p>To work with colleagues across L&Q to ensure residents can access employment opportunities in L&Q and its supply chain</p> <p>To enable residents to access training and skills to improve their prospects of gaining employment</p> <p>To work with key stakeholders in your region to enable L&Q residents to gain employment.</p>									
Key Responsibilities / Deliverables:									
Main Accountabilities: List the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.									Time (%)
1. Leadership and management including customer service/ values									
2. Strategy/ achieving objectives Provide direct employment support to a caseload of tenants needing employment. Use customer feedback to continuously help shape future programmes, training and evaluate your own performance. Support residents into employment, operating in line with L&Q's values and delivering the highest levels of customer service. To provide effective employment support to enable the L&Q Foundation to achieve its strategic priorities.									30
3. Working with others – internal Work closely with operational Neighbourhood teams to identify residents who would benefit from the service offer, generating referrals into the service. Liaise effectively with internal partner departments including L&D, L&Q Living, Income, contact centre to ensure that they are aware of our employment support offer and can refer residents to it effectively.									20

Work with other Foundation colleagues, Social Value, Employer Engagement and Tenancy Sustainment Lead to ensure that residents can access employment opportunities.	
<p>4. Working with others – external</p> <p>Develop and sustain partnerships with key stakeholders and external agencies.</p> <p>Engage and build relationships with employers and broker work trials, placements, interviews for residents.</p> <p>Support tenants and residents to successfully engage with third party support including recruitment agencies, Job Centre Plus other support agencies to ensure best outcomes for residents.</p> <p>To represent L&Q on various local forums and working groups to promote the work of the L&Q Foundation.</p>	20
<p>5. Budgetary responsibility</p> <p>To ensure that L&Q budgets support residents into employment are used prudently and expenditure represents value for money.</p>	5
<p>6. Compliance</p> <p>To work within L&Q's principle of 'safeguarding being everyone's business' and respond accordingly and in-line with L&Q's safeguarding policies, should you have concerns about a child or adult at risk.</p> <p>Comply with all relevant Foundation and Group procedures including lone working, safeguarding and health and safety and data protection.</p>	10
<p>7. Records and systems</p> <p>Maintain accurate records of activity and performance data and provide regular reporting / returns as required.</p> <p>Ensure accurate and up to date records are kept for all activities using appropriate systems and processes adopted by the Foundation and Group.</p> <p>Produce reports which provide effective analysis of project performance, which are communicable to key stakeholders.</p>	10
<p>8. Risks</p> <p>To actively manage risk, ensuring risks are identified and mitigated in accordance with relevant procedures.</p>	5

Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.

People Responsibility:

Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.

	<i>Direct Reports</i>	<i>Indirect Reports</i>
Total Employees	0	0

Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities.

Technical Knowledge/Skills

List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications (please note whether it is essential or desirable)

<ul style="list-style-type: none"> Knowledge of welfare benefits 	<ul style="list-style-type: none"> Good presentation, communication and report writing
<ul style="list-style-type: none"> Experience of working with vulnerable people in challenging situations 	<ul style="list-style-type: none"> Knowledge of stakeholder engagement
<ul style="list-style-type: none"> Good IT skills 	<ul style="list-style-type: none"> Experience of successfully supporting people into work
<ul style="list-style-type: none"> Effective record keeping 	

L&Q Values

These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.

People

- We care about the happiness and wellbeing of our customers and employees

Passion

- We approach everything with energy, drive, determination and enthusiasm

Inclusion

- We draw strength from our differences and work collaboratively

Responsibility

- We own problems and deliver effective, lasting solutions

Impact

- We measure what we do by the difference we make

Other

- Commit to supporting L&Q's environmental policy and social mission
- I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks