



JOB DESCRIPTION

Post: Employment and Training Community Officer

Employer: Walsall FC Community Programme (WFCCP)

Responsible to: Walsall FC Community Manager

Main Purpose: To ensure delivery of the WFCCP activities within the Borough of Walsall and support coaching and development of Assistant Community Officers, Trainee Community Officers and Volunteers.

Job Context:

The post holder will continue to develop football and related activities within Walsall undertaking the Strategic development objectives of WFCCP. The post holder will ensure the continued improvement in standards of service delivery through participation via school links, out of school hour activities, coach education and mentoring, community club development and opportunities for potential progression pathways. They will also be expected to have knowledge of funding networks and applications.

Purpose of Post:

Walsall FC Community Programme is an independent charity affiliated to Walsall FC Football Club and this role reports directly to the Community Manager for Education.

We are seeking an individual who is passionate about supporting people in their journey into employment through further education. The programme will provide an opportunity for unemployed people to access training and work placements to enable them to gain the skills and confidence to gain employment.

The post holder will therefore have a broad range of experience in building relationships with individuals from a range of backgrounds, alongside an ability to build and maintain relationships with employers.

Main Duties

- To work effectively with the local partners to recruit individuals to the traineeship programme.
- To deliver an employability curriculum to trainees which include Functional Skills Maths and English.
- To develop partnerships with local businesses to provide quality work placement opportunities for trainees and to support through their placements.
- To challenge and motivate trainees and promote self-esteem.
- To ensure the Safeguarding Manager is informed immediately of any concerns relating to any concerns over the trainees you will be supporting.
- To attend regular meetings and maintain accurate records which measure the impact of your intervention and provide help with any administration relevant to referrals from outside agencies.
- To provide regular written reports and case studies and liaise with Key workers as necessary.

Other administrative tasks may include:

- To comply with the Community Programmes approach to Education and Employability.
- To perform other duties as reasonably assigned.
- To Develop and maintain effective working relationships across the whole delivery team.
- Must undertake any necessary internal or external training in accordance with company policies and procedures.
- Will be required to demonstrate a positive attitude and work in a non-discriminatory way.
- To at all time's represent Walsall FC Community Programme in a professional manner regarding dress, presentation, personal hygiene and conduct.



General Duties & Accountabilities

- ❑ To support WFCCP in their aims and objectives at all times.
- ❑ To ensure compliance with all relevant Club policies, including health and safety policies.
- ❑ To ensure compliance with all relevant legal, regulatory, ethical and social requirements.
- ❑ To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing WFCCP and Walsall FC.
- ❑ To keep confidential any information gained regarding the Charity, Club and its personnel.
- ❑ To maintain a flexible approach to work at all times.
- ❑ To undertake other duties and responsibilities as required from time-to-time.
- ❑ Promote equal opportunities in recruitment, delivery and overall assessment.
- ❑ Ensuring that all contact with and arrangements for students and their welfare is Safeguarded and promoted.
- ❑ To undertake any other duties as required by the Community Manager.
- ❑ To promote the work of the organisation and ensure positive media is achieved through Internal and external mediums – locally, regionally and nationally where applicable.
- ❑ Manage and support all appropriate staff (including your own individual responsibilities) to ensure the financial stability of WFCCP
- ❑ To take a lead in the organisation, planning, promotion and delivery of appropriate WFCCP activities including curriculum and extra curriculum activities Mentor Assistant Community Officers, Trainee Community Officers and Volunteers and oversee staff CPD.
- ❑ To ensure health and safety guidelines are followed and enforced.
- ❑ Assist Community Manager in dealing with customer suggestions and complaints in a prompt and courteous manner.
- ❑ To be prepared to work in the evening and weekend where required.
- ❑ Ensure participation registers are correctly completed.
- ❑ To evaluate own performance and the monitoring and evaluating of relevant areas of work. This will include collating and uploading data to relevant systems (EG Views and other performance monitoring)
- ❑ To prepare session plans, evaluations and information as required.
- ❑ Maintain all relevant equipment.
- ❑ Answer telephones; deal with general enquiries, office cover and taking messages as required.
- ❑ Advise Community Manager of updates for the WFCCP Website and Social Media.
- ❑ Respond to email enquiries to personal and, when required, WFCCP address.
- ❑ Promote the value of sport in the community
- ❑ To work closely with all staff members in organising WFCCP activities.
- ❑ To gain knowledge and complete funding bids for WFCCP activities.
- ❑ **To undertake any other duties the job may require**

Hours of Work:

35 hours per week including evening and weekend work.

Whilst normal office hours generally apply, you will also be expected to be flexible in working additional hours when needed for occasional one off events, when time off in lieu hours may be accrued.

General Summary Person Specification:

1. A recognised up-to-date First Aid Qualification.
2. An up-to-date CRB clearance
3. An up-to-date FA Child Protection certificate.
4. Experience of working/engaging young people in an educational environment.
5. Ability to work development plans.
6. A minimum of 3 years proven Education Development experience.
7. A proven experience of working/engaging with young people at a community level.
8. The ability to motivate individuals.
9. Good verbal and written communication.
10. Ability to function in a team.
11. Good organisational skills.
12. An understanding of IT skills.

13. Experience of public relations, promotion and marketing.
14. A commitment to equality in sport and active recreation.
15. A commitment to work unsocial hours.
16. A current full driving licence is preferred but not essential.
17. A quick contact point.

Further Person Specification

Criteria	Competency
Education & Qualifications	<ul style="list-style-type: none"> o Teaching qualification (Minimum Level 4) o Full driving licence and use of a vehicle. o Safeguarding & First Aid Certificate. o Five GCSEs at grade C or above.
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> o Knowledge of support methods to engage and develop trainees. o Knowledge and understanding of issues affecting individuals in accessing/gaining employment. o Knowledge of agencies that can provide further support for trainees. o Knowledge of safeguarding and child protection. o Designing and developing schemes of work to a high standard. o Monitoring and evaluation of programmes. o Proven track record of successfully working with individuals who have various needs and who are hard to engage. o Ability to plan and develop creative and imaginative delivery programmes. o Developing partnerships with local employers and educational establishments. o Experience of working in the charitable sector. o Experience of working on traineeship programmes. o Experience of managing challenging behaviour. o Delivery of Functional Maths and English.
Skills	<ul style="list-style-type: none"> o Ability to be set a project or task and to work with minimum supervision and meet deadlines. o Computer literacy including good working knowledge of Microsoft Word, Excel and Outlook. o Effective record-keeping discipline. o Excellent customer service and communication skills. o Ability to demonstrate high levels of care, accuracy, confidentiality and/or security when handling information. o Proactive and organised. o Good level presentational skills.
Personal Qualities & Commitment	<ul style="list-style-type: none"> o Flexible and pragmatic approach to work. o Professional but friendly outlook and attitude. o Self-motivated and enthusiastic and an ability to operate with own initiative. o Ability to work as part of and contribute to the value of a team approach. o Ability to work without supervision. o Able to remain calm and courteous at all times. o Willingness to participate in relevant training to ensure continuing Professional Development. o Self-discipline and ability to see a task or study through to the end.
Other factors	<ul style="list-style-type: none"> o Ability to work flexible hours within the normal working week. o Able to travel throughout Cumbria and outside the area for meetings and conferences. o The post is subject to a Disclosure and Barring basic check.



Basic Organisation Chart:



I accept and agree this job description:

Signed: Date:

Print Name:

Signed: (WFCCP) Date: