



JOB DESCRIPTION

Job title:

BBO Digital Change Coach

Reporting to:

Project Manager - Positive People (Devon)

Salary Level:

£27,000 circa

Type of position:

✓ Full-time

Hours per week

40

General description:

To manage a personal caseload of disadvantaged participants with multiple barriers to successful outcomes. Assessing their needs with a focus around digital support and developing individually tailored support packages to enable them to become more socially included and enter training, education and /or employment.

Key Result Areas:

- To work with a number of disadvantaged individuals to enhance their lives with a clear focus around how digital can support them.
- Successfully line manage two individuals within the project team.
- To meet caseload targets that are clearly set.

Major Duties:

1. To line manage the digital trainer and training assistant within agreed locality.
2. Manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.
3. Work to the targets and KPIs defined by the Project Manager.
4. Respond to referrals that have digital as a key are to work on, ensuring that the person is eligible for the contract and assist with the identification and recruitment of long term unemployed and economically inactive participants.
5. Use a variety of engagement strategies with a main focus on digital, working with local organisations to meet the project's engagement targets across all participant target groups, ensuring equality of access for all.
6. Through personal assessment, vocational profiling and digital TNA's establish effective SMART action plans and optimum progression routes for customers.

cosmic

East Devon Business Centre, Heathpark Way, Honiton, Devon EX14 1SF

T. 0845 094 6108 or 01404 548 405 E. info@cosmic.org.uk www.cosmic.org.uk

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7. Regularly review participant progress using distance travelled measures and ensure action plans are reviewed and developed to support customers through to sustained employment
8. Using the Opportunities Framework to procure targeted interventions from specialist partners, ensure the expenditure targets are met and associated evidence is presented to the central administration at the required time.
9. Work to the standards and procedures set out within the Quality Manual ensuring compliance at all times, including deadlines for when programme evidence needs to be presented to the central administration team.
10. Ensure all data is kept up to date, recording accurate data on participants' demographics and activities in accordance with GDPR regulations.
11. Oversee the digital training plan.
12. Support in the delivery of 1:1 digital support to participants.
13. Develop and maintain good relations with local external stakeholders and other contacts.
14. With the assistance of the partnership's job brokerage service, support the participant in all aspects of job search and targeted in-work support.
15. Effectively identify local employment opportunities, identify and maintain relationships that will support customers with social and personal aspirations, and set up manage key employer accounts to develop and increase the number of new opportunities for our customers.
16. To uphold the values and ethos of Cosmic
17. Other duties as required in line with the responsibilities of this post.
18. Uphold safeguard and promote the organisations values and philosophy relating particularly to ethics, integrity, corporate, social responsibility, equal opportunities and diversity as referenced in the company policy and values standards.
19. Responsibility to act on the issues of concern in relation to Safeguarding Adults and Children. This requires adhering to and acting on Pluss policies and procedures.
20. Uphold and comply with Data Protection and confidentiality standards.

Employer

Approved by:

Signature:

Name:

Title:

Date:

Employee

Accepted by:

Signature:

Name:

Date:

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