

Role Profile

Employment Specialist

Prevention & Communities

Swindon Borough Council

Role Profile: Employment Specialist	**Role Profile Number:** SBC_12388
Directorate: Prevention and Communities	**Reporting to:** Connect to Work Programme Team Leader
Grade: CFL 7	**Date Prepared**: Aug 2025

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Employment Specialist will play a vital role in delivering specialist Employment support to enable residents to access sustained employment.

Employment Specialists will manage a caseload of participants who want to work but are unemployed to find and maintain paid employment. Participants (age 18+) on one of the Councils Employment initiatives may have a range of potential barriers to gaining and sustaining work, including health conditions or disabilities. Employment Specialists will work face to face with participants, in line with the Connect to Work guidance and Council priorities using the recognised BASE and IPS model of effective Supported Employment practice including effective assessment of skills, interests and support needs, job searching, job placement and ongoing in-work support to ensure participants maintain their employment. Where appropriate, Employment Specialists will also work with participants who are employed but are at risk of losing their employment. Effective caseload management and action planning and reviews with participants will be a key feature of the Connect to Work and Council Employment programmes.

Employment Specialists will work closely with employers to identify job opportunities for inclusive employment for their participants. This will involve building strong relationships with local employers through effective communication and support including; promoting the 'work first', 'place, train and maintain' approach, building awareness of job carving to improve effectiveness and efficiency, providing information and advice on reasonable adjustments in the workplace and providing support if participants are experiencing difficulties at work.

Employment Specialists will also be responsible for engaging with stakeholders and communities to promote Council's Employment initiatives and generate referrals. As such, working within the community is essential.

Strong communication skills are essential for delivering effective support and fostering collaboration with participants, employers and stakeholders.

This role is expected to be mostly based out in the community working face to face with participants in Swindon and the surrounding area.

The successful candidate will work with the Team Leader to manage their workload across the range of Council's Employment initiatives

Provide a description of what the purpose of the role is within your department. This needs to be a 2/3 paragraphs. This should be clear and use commonly understood language.

Key responsibilities and accountabilities:

Use applied specialist knowledge of Connect to Work to ensure compliance with all programme requirements, guidance and standards.

Plan work, preparing for specific tasks and prioritising immediate requirements for the day or the week, referring to more senior colleagues for scheduling non-standard work to ensure timescales pressures are met:

- Manage a caseload of participants, providing personalised support tailored to their needs and reflecting their goals, skills, and circumstances whilst recording them on the caseload digital system.
- Conduct comprehensive assessments to determine eligibility, identify risks, and develop personalised vocational profiles and action plans.
- Support participants with job searching, CV writing, job applications, and interview preparation.
- Provide in-work support to ensure job retention and address any challenges that arise post-placement.
- Build trust and empower participants to access training, services, and entitlements that support their employment journey.

Respond to and resolve a range of enquiries and problems, using specialised knowledge to select the appropriate method or solution and using judgement to refer more complex queries and/or to collaborate with other services/directorates as appropriate:

- Develop and maintain strong relationships with local employers to identify suitable job opportunities.
- Promote the 'work first', 'place, train and maintain' approach
- Promote the benefits of inclusive hiring and support employers in making reasonable adjustments.
- Facilitate access to schemes such as Access to Work and advise on job carving and workplace accommodations.
- Act as a liaison between employers and participants to ensure successful job matches and sustained employment.
- Use sound judgement to assess risk and tailor support packages to individual needs.
- Work on own initiative to manage own activities and contribute to longer term activities / plans.
- Creativity and innovation are features of the job along with ability to interpret general guidelines to resolve issues.
- Identify areas where improvements could be made within own role.

Undertake straightforward analysis of issues that are raised in order to support the general improvement of services for participants and stakeholders and address issues of concern where necessary to ensure appropriate resolution and the ongoing delivery of service to expected standards:

- Apply knowledge of benefits systems, to support participant to access support available, including better off in work calculations
- May research and resolve problems as part of a support team.
- Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures.
- Identify eligible participant needs and organise services to meet those needs by direct and / or third party provision of advice and support.
- Develop appropriate support packages and action plans through the accurate identification of participant's needs, monitoring and reviewing the needs and services as required.

Project delivery

- Deliver services in line with the Connect to Work guidance, focusing on rapid job search and real-world employment outcomes.
- Work collaboratively within a multidisciplinary team, including mental health, substance misuse, and community services.
- Use and maintain accurate records and track participant progress using programme management and CRM systems.
- Travel within the local area to meet with participants, employers, and partner organisations.

Assist participants, employers and stakeholders to access information, advice and guidance using a variety of means:

- Provide more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established.
- Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required.
- Support colleagues / employers/ stakeholders on issues relevant to the service area.
- Deal with people at all levels confidently, sensitively and diplomatically.
- Be first point of contact on a range of queries from internal / external customers, dealing with challenging situations where influence could be required.
- Positively promote the wider benefits of work, including improving work based still to sustain work
- Where appropriate, help participants and their carers to understand the value of work, and where necessary help them to develop the skills that are valued in the workplace.

Participate in and support process improvement activities and projects, proposing improvements to current working methods in order to improve the functioning of the service.

Any other duties and/or accountabilities commensurate with the roles seniority to meet the needs of residents, through the application of relevant knowledge, skills and experience within the specialism of the role.

Values and Behaviours:

Our organisational values express what is important to us, our ethics, ideals and the principles upon which we place significant worth. These values drive our choices, decisions and behaviours:

At Swindon we do what really matters: We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

At Swindon we do things right: We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

At Swindon we make it happen together: We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Working in accordance to our values we aim to achieve excellence in our behaviours – to get the best for Swindon Borough and us. Our behaviour framework builds on our values and provides examples for each of us of what this means in practice.

Delivering Performance and Results

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

Collaborating and Innovating

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

Managerial

- This role has no management/supervisory responsibilities.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Attained or working towards a recognised relevant vocational qualification to at least Level 3 and/or relevant practical work experience.	E
Knowledge and Experience:	
• Experience managing a caseload of participants including, those with complex needs, ideally in the context of supporting them into employment	E
• Experience working with young people (16+), with the ability to identify their specific support needs, and mentoring/tutoring them through their placements.	E D

• Understanding of the employment market and how to support people into work, ensuring compliance with relevant work practices, process and procedures • Experience of working with employers to support participants into work and maintain their employment • Advanced understanding of relevant procedures, safeguarding, and best practices in employment support • Understanding the benefits system and how it can support participants into work and help them maintain their employment	D D D
Aptitudes, Skills and Competencies:	
• Ability to support, inform, advise and motivate others using specialist knowledge, skills and expertise • Excellent communication and interpersonal skills with the ability to help others understand how to access support and overcome barriers • Ability to engage confidently and sensitively with a wide range of stakeholders. • Strong ICT skills, including Microsoft Office and digital caseload management systems • Able to plan and manage own workload and support others to achieve their planned actions • Ability to reflect on own practice and outcomes to inform continuous improvement • Fluent in English (as required by Part 7 of the Immigration Act, for the effective performance of a customer-facing role)	E E E E E E E
Special Conditions of Recruitment:	

- A driving licence and access to a car for business use is essential.

- Due to the diversity of our customer base, the need for regular one-to-one meetings, and the flexibility required in delivering our contracts, an enhanced DBS check will be required.