



**Post:** Employment and Engagement Officer

**Department:** Himilo

**Reports to:** Careers and Enterprise Manager

**Working Hours:** 37.5 Monday to Friday

**Salary:** Band 3 - £25,749

**Location:** Coventry

### **About ACH**

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

### **Purpose of job**

To deliver impartial career advice to ACH tenants and the wider refugee community to support them into sustainable employment, training, education and volunteering.

To work as a part of a new initiative of working with employers to hire, retain and progress refugees in the workplace.

### **Key Responsibilities**

- Support ACH tenants and wider refugee community through one-one advice and guidance sessions.
- To assess clients to evaluate their job readiness to go into transitional housing.
- To offer career support and Information Advice & Guidance (IAG) to get clients to move on from supported housing to independent living, within 6-9 months.

- Managing a caseload by offering ongoing quality career advice and guidance to clients to support them into education, training, employment and volunteering opportunities.
- To effectively design & deliver employability workshops and sessions to support ACH tenants and clients into employment, training, education and volunteering opportunities.
- To create, maintain and sustain excellent working relationships with employers to provide positive outcomes, as well as local organisations supporting refugees and migrants for referrals into Himilo provision.
- Liaise with external support organisations and employers to speak at workshops/events to cover employment and integration topics e.g. UK employment rights, work culture in different organisations.
- To attend Job Fairs, stakeholder events and ACH led events to promote opportunities in Himilo.
- To maintain a positive relationship with employers involved in the Transition Housing Project and the Our Coventry Project, by being the point of contact during delivery and between employer and candidates on the programme.
- To liaise with DWP to ensure a smooth process for clients to secure employment.
- To visit, monitor, and oversee clients whilst in employment.
- To undertake administrative duties of uploading client/learners engaged and additional information with accuracy on CRM systems, SharePoint, and Salesforce.
- Work as a member of the team, take part in supervision, appraisal, team meetings, training and other staff events as required.
- This list is not exclusive or exhaustive, you may be asked to carry out other duties deemed necessary by your line manager.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Level 4 Information Advice and Guidance Qualification (or willing to work towards this).	Level 2 Certificate in Recruitment Resourcing (RQF) or equivalent.
<b>Experience</b>	Experience of offering information, advice, and guidance to service users in a previous role. Experience can include Coaching, mentoring or advisory capacity.	Previous experience and knowledge of working within Recruitment or sales type roles.  Experience of delivering presentations and workshops.

	Demonstratable experience working with refugees, migrants, and asylum seekers.	Able to effectively meet the needs of employers through taking a solution focused approach to support their recruitment needs.  Experience of managing stakeholder & employer relationships.
<b>Knowledge</b>	Knowledge of Information Advice and Guidance (IAG) guidelines and framework.  Local labour market knowledge.	
<b>Skills</b>	Strong verbal and written communication skills with an ability to work across different cultures and communities.  Good IT skills – ability to work on CRM systems.  Confident Microsoft skills, Outlook, Excel, word and PowerPoint.  Strong organisational skills, with an ability to work in a fast-paced environment.  An ability to work independently & manage own time effectively to meet targets and business priorities.	
<b>Personal Attributes</b>	Commitment to empowering refugees, providing advocacy and culturally sensitive support.  Confident in liaising with external agencies for referral	

	<p>purposes and strategic partnerships.</p> <p>A Commitment to Equality and Diversity Principles.</p>	
<b>Other</b>		

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.

Applicants need to have right to work in the UK to be considered for this role.

**How to apply**

Please send a copy of your CV and a covering letter detailing a) why you are applying for this role at ACH and b) how you meet the essential and desirable criteria for the role. to: [jobs@ach.org.uk](mailto:jobs@ach.org.uk)  
 We may close this role early, so please apply ASAP to avoid disappointment.