

## MTIB Recruitment – May 2021

MTIB is a Charity and Social Enterprise, which trains, develops and provides support for disabled and disadvantaged people in moving closer to and into sustainable employment. The organisation was established in 1923 where we have gained a reputation for delivering quality services to customers across South Wales.

We now have some exciting opportunities for new staff to join our team and are offering the opportunity for successful candidates to become members of our motivated, skilled and dedicated Employment and Training Team to deliver our employability and training contracts.

MTIB offer our staff an attractive package including hybrid working, a 36-hour working week and a company pension scheme in an inclusive work environment where we strive to offer an excellent work / life balance as well as career development opportunities. MTIB is a caring and supportive organisation and we actively promote and support health and wellbeing for all our staff, evidenced by our very low staff turnover. Our company core values are based around a Person Focused organisation with trust, teamwork, respect and commitment at the centre of all we do and we are a Disability Confident Leader organisation.

If you would like to make a real difference to people's lives and believe you have the necessary attributes to support people in their goal to achieving employment, we would welcome you to apply for one of our current vacancies. **You can apply by sending us your CV and a covering letter (email) of no more than 2 pages, outlining your skills and experience (or transferrable skills) and how these match the job summary and attributes below.** Closing date for applications are **31<sup>st</sup> May 2021 at 4pm.** Starting Salary **£21,500 PA for FTE.**

Please send CV and cover letter to [morena@mtib.co.uk](mailto:morena@mtib.co.uk).

### Employer Engagement Officer x1

#### Job Summary/Purpose:

To forge positive strong relationships and partnership working with employers within Merthyr Tydfil, the surrounding areas and throughout South Wales, developing relationships with employers to generate employment opportunities by understanding employer's specific needs, through a range of engagement tools and strategies. To work collaboratively with employers to understand their culture and business needs.

To work with the operational team to identify suitable job opportunities for our customers. To provide in-work support to our customers and partner employers to ensure successful sustainable employment and positive experiences for our employers. To act as a champion for MTIB, positively promoting MTIB's values and vision of delivering our social value agenda. To promote the Disability Confident scheme to employers and to support employers to become more aware of advantages of employing a diverse workforce.

## Key Duties and Responsibilities

- To build relationships with employers and develop partnership working through a range of diverse engagement strategies, techniques, and approaches
- To have a creative and inclusive approach to engaging with customers
- To develop an employer network and shape service delivery to the needs of the individual employers
- To utilise a positive 'Can Do' attitude to identify solutions to employer and customer barriers
- To develop partnership working with local providers, employment forums and other agencies across our delivery areas, including JCP, C4W, LA's
- To work collaboratively with employers, identifying employment opportunities across our delivery areas
- To work in partnership with employers to identify and deliver support and services that meets their specific needs
- To represent MTIB at Local and National events and forums as applicable
- Communicate confidently to a range of stakeholders
- Provide insight and advice on issues specifically associated with employment barriers faced by people, capacity building partners and potential employers
- Collaborate with support services to enable more streamlined, person-centred, and holistic support for our customers
- To maintain frequent contact with customers moving into employment to provide coaching, support, and advice
- To work with the Employment & Training team to deliver solutions for our customers with their in-work support journey and capture outcomes
- To maintain customers records in line with MTIB standards and contract specifications
- To act as a role model and deliver a range of actions that motivate and empower customers
- To assist customers to plan and progress in line with their individual action plans, towards improving their life and sustaining employment
- Celebrate successes, contribute to inspirational stories and share best practice
- To be responsible for ensuring all appropriate and relevant key performance indicators are consistently achieved, on time and to agreed deadlines
- To meet all deadlines and targets as required by the needs of the MTIB programmes
- To accurately maintain relevant IT and administrative systems and produce accurate and timely management information
- To embrace MTIB's agenda of continuous improvement, customer focus, relationship management and innovation
- Attend team / departmental meetings on a regular basis and contribute to building effective teams by exchanging views, ideas and communicating effectively
- To support colleagues across the organisation to achieve wider business aims and to successfully deliver its social values agenda
- To be respectful and treat others with dignity, being aware of equality and diversity within the workplace at all times
- This post requires local travel and the postholder must have a full, clean driving licence and access to a vehicle
- Undertake Training as necessary for CPD

**Confidentiality**

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons. This post requires an Enhanced DBS check.

**Data Protection Act**

All staff are reminded of their duties and responsibilities as employees under Data Protection Act (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

**OTHER DUTIES**

To ensure self-development and to support the development of others through training, mentoring, coaching and job shadowing activities

The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.

To follow and adhere to the MTIB's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.

## ATTRIBUTES

**E = ESSENTIAL D = DESIRABLE**

### Qualifications

- Educated to degree level or equivalent (D)
- Experience of engagement and public relations techniques and approaches (E)
- The successful applicants will be prepared to engage in Employability Sector training (E)

### Experience and Knowledge

- Experience of partnership working and collaborating (D)
- Experience of building and maintaining effective relationships (D)
- Knowledge and Experience of delivering in work support strategies (D)
- Experience of negotiating with stakeholders (E)
- Experience of leading by example, promoting positive behaviours and of de-escalating conflict (D)
- Ability to problem solve and be a team player (E)
- Experience of working with people with health conditions / barriers to employment (D)

### Aptitude and Abilities

- Excellent interpersonal skills with the ability to effectively communicate with individuals at all levels (E)
- Ability to demonstrate experience of successful partnership working (E)
- Ability to work under pressure and adhere to multiple deadlines (E)
- The ability to work with trust and autonomy (E)
- Excellent problem-solving skills and a 'Can Do' Attitude (E)
- Ability to identify solutions to barriers for both employer and customers (E)
- To be competent in the use of technology with excellent IT skills (E)
- Must be a team player and display strong motivational, customer service and organisational skills (E)

### Personal Qualities

- Compassion (E)
- Kindness (E)
- Resilience (E)
- Adaptable & Flexible (E)
- Supportive (E)
- Ability to motivate others (E)
- Ability to work with diverse teams (E)
- Empathy (E)
- Ability to work independently and under own initiative (E)