

Dear Candidate,

September 2017

ClementJames Cross Programme Officer (x2)

My name is Clare Richards and I am the Chief Executive of The ClementJames Centre. We are looking for two high-calibre graduates to join our staff team as a Cross Programme Officer with the aptitude and ability to learn on the job. The ClementJames Centre is an award-winning charity that provides programmes that address underachievement and social exclusion. We support over 2,200 children, young people and adults each year, most at risk of failing to meet their potential to go onto higher education or employment, due to disadvantage. We have four main programmes:

Communicate – An adult learning programme providing ESOL, basic skills and advice and guidance

IntoUniversity – A multi-stranded programme of support for children and young people

IntoWork – A multifaceted programme designed to break the cycle of generations of unemployment in the local population

Community Hub – Advice and Guidance, Literacy & Numeracy, I.T. support, pastoral care and wellbeing

We are currently in the middle of an exciting 5 year expansion and development plan, and we are looking for a highly motivated graduate to join our team as a Cross Programme Officer, delivering our bespoke employment skills programme to local adults and young people, providing Advice and Guidance on a range of issues, providing literacy and numeracy support to children and adults, and supporting with a range of health and wellbeing projects.

If you are a confident communicator, are able to think of innovative ways to solve problems and are passionate about helping people achieve their potential, then The ClementJames Centre can offer an excellent in-house training programme, a supportive staff team, and a varied and interesting role which supports hundreds of people each year.

The Cross Programme Officer will be based at our thriving centre and will have responsibility for working with the management, **IntoWork** staff, Community Hub staff and IntoUniversity North Kensington to plan and deliver a range of programmes. You will have completed an undergraduate degree and have 12 months' experience (paid or voluntary) of working with vulnerable adults or young people and hard-to-reach groups; have excellent inter-personal skills; excellent written and verbal communication skills; be highly organised and highly efficient, as well as highly creative and imaginative. You will also have passion and enthusiasm for the mission of The ClementJames Centre.

The salary is £21,600 per annum and in addition to bank holidays we offer 25 days' annual leave per annum, a generous pension scheme, travelcard loan, cycle to work scheme and a comprehensive training programme.

If you wish to apply, please email your application to jobs@clementjames.org by **9am on Monday 9th October 2017**. If shortlisted, you will be invited to a selection day on **Thursday 12th October 2017**, with a start date to be agreed soon after this. If you would like to find out further information about the charity do look on our website: www.clementjames.org.

Thank you very much for your interest in this role and in our charity.

Yours sincerely

Clare Richards MBE
Chief Executive

ClementJames Cross Programme Officer

PLACE OF WORK	95 Sirdar Road, London W11 4EQ.
SALARY	£21,600 per annum
HOURS OF WORK	37.5 hours, Monday to Friday. Some additional weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document. The usual working hours for this post are 9.30am – 6.00pm, with some flexi time options at prior arrangement.
HOLIDAY MANAGEMENT	25 days per annum + Bank Holidays This position will be line-managed by the Into Work Team Leader and the Community Hub Team Leader
KEY SKILLS	Excellent inter-personal and communication skills; excellent written English and I.T. skills; extremely efficient organisation skills; an aptitude and ability to learn on the job; creativity and innovation.
TRAINING	Team members have undertaken such training as Mental Health First Aid, Safeguarding Vulnerable Adults, First Aid at Work, Life Coaching, Welfare and Benefits, Housing and Homelessness and Social Enterprise training.
APPLICATION	By application form only; CVs are not an acceptable alternative.
CLOSING DATE	9 am, Monday 9 th October 2017. We suggest applicants submit in good time because late applications will not be considered.
SELECTION PROCESS	Thursday 12 th October 2017.

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of his/her job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time.

Who are we looking for?

The applicant must:

- Have completed an undergraduate degree
- Have achieved a grade C or higher in GCSE Maths and English (or equivalent)
- Be aware of developments in appropriate sectors (including knowledge of the primary and secondary curriculum and the advice sector)
- Be prepared to work with both children and adults one to one and in groups
- Be highly resourceful and able to acquire and apply knowledge of employment options and opportunities and higher education procedures, as well as be innovative when up-skilling and training Into**Work** clients
- Have over 12 months' experience (voluntary or paid) of working with vulnerable or hard-to-reach people
- Have excellent interpersonal skills and be able to communicate effectively with and motivate a diverse range of people, both as individuals and groups
- Be able to present the aims and objectives of The ClementJames Centre to a range of stakeholders and potential new partners.
- Be self-motivated with a positive and enthusiastic personality and the ability to work as part of a small team
- Have excellent written and verbal communication skills with the ability to write reports, plan workshops and prepare informative materials
- Have excellent listening skills, be comfortable working one-on-one with our users, and be able to understand and assess information quickly
- Some community project development experience is desirable
- Be competent in promoting the work of the wider ClementJames Centre to a variety of corporates, statutory and voluntary organisations
- Take pride in being supremely efficient, very well organised and on top of tasks
- Be highly computer literate
- Be able to work very effectively under pressure, meet tight deadlines, prioritise and pay excellent attention to detail
- Be able to demonstrate flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change
- Be ambitious to enhance clients' professional development and to learn about the charity sector and project delivery

What will your main duties be?

- To work with the Into**Work** and the Community Hub teams to take responsibility for their programmes, with both child and adult clients.
- To work one to one with a caseload of clients per week to ascertain and support their employment or training needs.
- To support the successful delivery of the Community Hub programme, to include:
 1. Intensive literacy & numeracy support for children and adults both one-to-one and in groups
 2. A programme of embedded and stand-alone emotional well-being workshops and activities
 3. A comprehensive offer of Advice & Guidance (including specialist A&G such as housing, benefits etc.)
- To work with Senior Staff to run outreach sessions with other organisations
- To assist with the organisation and delivery of job searches and applications, CV clinics, career coaching and general advice and guidance
- To work in partnership with schools, colleges, housing associations and other community groups both on and offsite when required
- To develop, update and maintain ClementJames displays, publicity, resources and information packs
- To work with the ClementJames team to recruit adults and young people to the programmes
- To regularly update and track clients' information and progress on the charity database
- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities and working with vulnerable groups
- To support the Chief Executive in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), attending meetings and making partnerships
- To provide executive administrative support to the Leadership Team in relation to the general smooth running of the charity
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

What support will you receive?

Our staff are supported from the moment they are appointed. If you are successful, you'll embark upon a programme of support from day one, with regular reviews and an in-house training programme.

What will the training and induction programme involve?

The initial induction programme includes:

- A weekly review meeting for the first four weeks
- Regular meetings with the Team Leaders and Senior Workers from the IntoWork and Community Hub teams.
- Opportunities to see the programmes being delivered and training based on your role
- An introduction to the charity, its values, its governance and its expansion strategy
- External training opportunities covering a number of topics