

## Project Support Apprentice

<b>Directorate:</b>	Customers	<b>Line Manager:</b>	Employment Skills Advisor
<b>Team:</b>	NW Foundation	<b>Role Type:</b>	Operational

***To work within the employment and skills service supporting customers with their journey to find employment, training or volunteering.***

<b>Key Responsibilities</b>	<p>This details the core duties and expectations of the roles (not a task list)</p> <ul style="list-style-type: none"> <li>• In work support for customers in work</li> <li>• Manage the referral inbox and contact referrals to book in with Employment and Skills Adviser</li> <li>• Follow up calls and emails for customers on courses and volunteering</li> <li>• Compile weekly jobs and opportunities bulletins for our customers and send them out via email</li> <li>• Build and manage our Facebook page</li> <li>• Support at events such as weekly drop-ins and job fairs</li> <li>• Support with sessions such as job search CV writing</li> <li>• Ad-hoc administration</li> <li>• Other reasonable duties in line with the needs of THT</li> </ul>
<b>Key knowledge / Skills / Qualifications</b>	<p>Academic/ vocational/ professional qualifications (if any) and/or experience or knowledge or skills required/desired (if any).</p> <ul style="list-style-type: none"> <li>• Enthusiasm for the role and THT</li> <li>• Good communication skills, both orally and written</li> <li>• Ability to work independently, as well as being a good team player</li> <li>• Good organisational skills</li> <li>• Good problem-solving skills</li> <li>• Willingness to learn and grow</li> <li>• Good standard of education, ideally GCSE's in English and Maths, Grade C / Grade 4 or above</li> <li>• Good customer care skills</li> <li>• Empathy and understanding to communicate with people from a variety of backgrounds</li> </ul>