

Job Title: Engagement Manager

Programme: No Going Back (NGB), Housing & Resettlement Support

Reports to: NGB Project Lead

Salary: Circa £28,000

Length of Contract: Until 31st May 2021

Hours: Full time

Location: Central London, SW1 with some travel required

Background:

Bounce Back is an award-winning charity and social enterprise that over the last nine years has transformed the lives of over 2,000 men and women with convictions by providing access to training, self-employment and long-term career options.

Working from an expanding network of training centres in prisons or in the community our dedicated team provides tailored support to participants of our programmes. Helping address any additional barriers to work such as housing, mental health and debt & finance has been crucial to sustainable outcomes and in partnership with prisons, probation and charity partners we are able to provide vital wrap-around support.

We have engaged directly with over 300 employers and we are now recognised as the 'go-to' recruiter for the construction industry who knows that they can come to us to find loyal and skilled employees. We help employers such as Keltbray, Wates, Multiplex and many others address their skills shortages, whilst also help social mobility and reduce reoffending. Bounce Back candidates have a reoffending rate of 10% compared to the national average of 48%.

No Going Back (NGB) is a pioneering new project for 2020, made possible by an innovative collaboration of Livery Companies committed to supporting ex-offenders into work. The programme will have a strong focus on supporting candidates to integrate back into the community with housing options being offered to those who most need it. Jobs will be generated from a network of members of the Livery within the construction, built environment and facilities management companies. Job roles will range from Administrators to Engineers with opportunities to build vocational skills for all NGB candidates.

During the pilot phase of the project our target is to support 40 people leaving prison to find quality paid sustainable jobs. The ambition is to demonstrate significant impact and quickly scale the approach using London as a blueprint for nationwide delivery. The success of the project will be delivered by offering intensive 121 support, pre-employment training and in work-support to candidates, managed directly by a dedicated project team.

Job Description

Job Purpose

As an **Engagement Manager** you will be achieving targets of candidates into sustainable jobs as part of the **No Going Back** project and supporting candidates with housing and resettlement challenges. You will be working directly with candidates to match their skills to existing jobs within the NGB network, and actively sourcing new opportunities that they may show an interest in. There will be opportunities for Livery members and their staff to positively engage with the NGB project through meaningful volunteering, and as an Engagement Manager it will be your role to identify job leads through these events and encourage your candidates to actively engage in all training and networking activities. A crucial part of the role will be to support candidates to build their financial and emotional resilience. You will be working with specialist housing and resettlement partners to ensure your candidates have full wrap around support to improve their chances of sustained employment.

Core Responsibilities

- Screen candidates interested in the NGB project and work with referral partners including wider Bounce back colleagues to agree a pathway for the candidate back into work
- Through 121's and group workshops work with candidates to improve their general employability skills. This will include working with them on CV's, interview preparation and supporting them to build healthy work relationships through effective communication skills
- Actively promote training and employment opportunities available to candidates, matching them to jobs within the NGB network
- Support the smooth running of employer engagement days for Livery members in our expanding network of prison training centre's across London & South East
- Undertake appropriate risk assessments with all candidates escalating any safeguarding concerns to the NGB Project Lead
- Identify candidates that may need housing support from the NGB resettlement fund
- Support candidates with accessing housing advice, maintaining tenancies, and managing debt
- Support candidates to build their emotional resilience through specialist workshops and signposting
- Carry out regular candidate care calls as part of NGB sustainability checks
- Ensure that all records are up to date, accurate and meet all GDPR requirements
- Act as an ambassador for NGB at external networking events

Personal Specification

Knowledge and Skills

- Extensive experience of working within Recruitment, Careers Coaching or other relevant Information Advice and Guidance positions
- Extensive experience of either managing key accounts or individual business development with a wide range of companies
- Knowledge of the construction, built environment and/or facilities management industries
- Knowledge of the issues and challenges related to offending and employment including support with housing, mental health and financial resilience
- A clear understanding of the rewards and challenges of working in partnership with prisons, probation, job centres and regional and central government
- Experience in delivering employability training either 121 or groups
- A working knowledge of safeguarding and risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines

This is not an exhaustive list of tasks and you may be asked to undertake any other reasonable duties in with your post and the team's needs. Job descriptions are reviewed frequently and may be amended at any time in accordance with the needs of Bounce Back