

Twiningenterprise

mental wellbeing through work



This role is funded by the European Social Fund and The National Lottery Community Fund. This project started March 22nd 2017 and continues until March 2022.

EMPLOYER ENGAGEMENT MANAGER

Are you comfortable working in a fast-paced, results-oriented environment? We are looking for an experienced Part Time Employer Engagement Manager to lead on employer engagement activities as part of our individual placement and support services to our clients with mental health problems.

APPLICATION DEADLINE: 24 June, 11.59PM

INTERVIEWS: To be confirmed

To Apply:

Please apply with a tailored copy of your CV and covering letter detailing how you meet the Essential Skills, Experience, Ability & Knowledge section of the Job Description.

Please also include the Twining Equalities Monitoring form.

For any questions contact Mark Burrett, Service Director on 07961725410

INTRODUCTION TO TWINING ENTERPRISE

WHO WE ARE

Twining Enterprise exists to improve mental wellbeing by supporting people in and into work. Everything we do is aimed at helping people with mental health conditions gain access to the benefits work has to offer. Our tailored practical employment support doesn't just help with work related goals, it improves our clients' wellbeing and lives.

We are one of London's leading mental health employment charities. We provide life-changing support to 2,000 Londoners with mental health problems a year. Our clients regularly tell us that our support has helped them achieve progress they didn't believe was possible.

HOW WE WORK

Individual Placement & Support (IPS) is an internationally recognised and evidence-based supported employment intervention. IPS is regarded as the most effective and efficient way of helping people with mental health issues into competitive and sustainable employment.

Twining was the first non-NHS provider to be awarded Centre of Excellence status for its IPS service in Barnet

WHO WE WORK WITH

- Barnet
- Brent
- Ealing
- Hammersmith & Fulham
- Haringey
- Harrow
- Hillingdon
- Hounslow

OUR FUNDERS AND PARTNERS



Job Title:	Employer Engagement Manager	Location:	North West London
Responsible to:	Service Director	Hours:	3 days a week, Maternity Cover
Salary:	£32,000—£35,000 pro-rata		

Job Purpose:

To provide a comprehensive vacancy service to clients with common mental health conditions engaged on the Twining Enterprise, Building Better Opportunities, IPS Works Programme. The Employer Engagement Manager (EEM) will engage with and contact local employers across West London and national employers to identify vacancy and recruitment opportunities that are aligned to client needs. Acting as a key link between the employer and the team of IPS works Service Managers, Employment Specialists and clients.

The EEM will ensure vacancies are fed through to West London borough based teams and matched to customer job goals. Developing an effective and proactive approach to vacancy sourcing and supporting employers in raising mental health awareness across their work force, the EEM will act as an 'ambassador', ensuring positive and productive relationships are established to maximize vacancy opportunities for clients engaged with the IPS works service provision.

JOB CONTEXT

The IPS Works Programme delivers a range of specialist employability support across West London for people with common mental health conditions using the individual placement and support principles. Clients are referred to us via NHS IAPT Talking Therapies & Job Centre Plus. These two distinct IPS Works client groups include people who are on unemployment benefit or are economically inactive. Clients are supported into sustained employment by delivering a range of support including employability coaching, vacancy matching, mentoring and in work support. The Employer Engagement Manager will be working closely with local employers across Barnet, Brent, Ealing, Hammersmith and Fulham Harrow, Hillingdon and Hounslow to identify their recruitment needs and match these vacancies to our client's needs.

RESPONSIBILITIES AND DUTIES

1. Network, secure and manage effective relationships with potential new employers both SME's, and large, resulting in mutually beneficial working partnerships.
2. Ensure that the process for matching clients to employment opportunities is effective and in line with meeting the needs of both parties involved – clients and employer.
3. Ensure all job applications and associated details are logged onto appropriate databases in a timely fashion.
4. Ensure the effective delivery and facilitation of interview and job preparation techniques takes place with all interested clients in line with the employers stipulated requirements.

Responsibilities cont.

5. Represent Twining Enterprise at all relevant events to engage and promote the service provision to prospective employers.
6. Promote the full employer offer, including Mental Health Awareness First Aid Training and recruitment services provision to current and prospective employers and act as the Employer contact on subsequent business reviews.
7. Ensure that you are familiar with Twining Enterprise CRM system and the information is maintained within the system in relation to vacancies available, in a timely fashion.
8. Achieve against set and agreed targets within timescales identified.
9. Manage and maintain existing employer partnerships and share job vacancies with teams .
10. Work in partnership and support internal team of Employment Specialist's, to undertake local weekly employer engagement activities and up to 6 employers calls a week.
11. To provide information and statistics as required in a timely and accurate manner.
12. To carry out the duties of the post in line with the organisations policies and procedures including equal opportunities, safeguarding and health and safety and to ensure that staff are fully conversant with, and act within these policies and procedures at all times.
13. To carry out such relevant and appropriate duties commensurate with the framework of the post and grade that from time to time may be required by management in consultation with the post holder.

GENERAL

1. To work flexibly and supportively within our central services team to ensure that day to day activity is carried out by the team.
2. To carry out the duties of the post, or other appropriately directed duties on any site external location as may be required.

Rider Clause

This is an outline of the post holder's duties and responsibilities. These may change from time to time to meet changing needs.

Working Relationships

Working relationships between members of staff, in line with Twining's values, should be mutually supportive with staff deputizing and covering for each other when appropriate.

ATTITUDES:

- Confident, articulate and reliable.
- Positive, resilient and can demonstrate empathy.
- Commitment to equal opportunities and diversity with practical ideas for its implementation within the scope of the post.
- Performance driven.

PERSON SPECIFICATION – ESSENTIAL

1. Have experience in an Employer Engagement or Recruitment role.
2. Have experience of securing employment opportunities.
3. Have strong B2B sales background with proven success.
4. Be able to work within a team environment and also be extremely self-motivated.
5. Be able to demonstrate the ability to effectively manage and maximize vacancy opportunities with new and existing employers.
6. Be able to work in a fast paced, target driven environment.
7. Excellent verbal and written communication skills.
8. Ability to communicate and negotiate with a wide variety of people, colleagues, external partners, employers and agencies.
9. Good organisational skills.
10. Good knowledge of ICT systems.
11. Literacy and numeracy qualifications at level 2.
12. Ability to carry out needs analysis and develop a range of effective responses and solutions to meet the needs.
13. Understanding of the employment market and the needs of employers.
14. Hold a current driving licence with access to own transport.
14. Willingness to travel and work flexibly across a defined region.
15. Track record of successful partnership working.

DESIRABLE EXPERIENCE:

1. Experience of working with people with common Mental Health Conditions.
2. Experience of delivering ESF programmes.
3. Experience of working for a charity or in the health sector.

YOUR CHANCE TO MAKE A DIFFERENCE

We are looking for positive and empathetic people interested in joining our team to help us make a difference to the lives of Londoners with mental health conditions. If this sounds like what you are looking for, we can offer:

CAREER DEVELOPMENT

Career progression - Our staff can benefit from the great relationships we have with public, private and voluntary sector partners, with opportunities to access mentoring.

Learning and development - We invest heavily in your learning and development. Staff training is delivered in support of organisational, team and individual learning needs identified and reviewed in appraisals is an individual training budget for each staff member.

A Dynamic learning environment. An exciting fast-growing working environment and an opportunity to work closely with corporate specialists from the Social Business Trust to nurture talent and development.

WELLBEING AND WORK/LIFE BALANCE

Wellness Action Plans - As a mental health charity we are committed to supporting our staff's wellbeing and work/life balance. We have wellness action plans for all of our staff and work wherever we can to accommodate individual working needs.

Employee assistance programme - We provide a free, independent and confidential support service through our employee assistance programme. Support is available 24 hours a day and includes advice on debt and financial management, legal and tax advice, family care, everyday matters, counselling and emotional support.

Annual leave - We offer a generous 27 days annual leave rising to a maximum of 30 days after five years service as well as eight days public holiday.

Flexible working - As an organisation with staff based across London in a wide variety of settings we fully support a range of flexible / remote working options. These include part-time working, job sharing and condensed hours as well as regional and home working.

FINANCIAL BENEFITS

Pension A contribution matched pension.

Cycle to work/bike loan You can benefit from a tax-free Cycle to Work scheme which means you can get a bike for use mainly for travel to and from work.



Twining's vision is of a world where all people with mental health problems:

- Enjoy access to the same life and work opportunities as everyone else
- Can access support in times of difficulty with minimal disruption to their working lives
- Enjoy the benefits that work provides
- Are fully accepted members of their community

WHY WE DO WHAT WE DO



For individuals

Improved mental wellbeing through:

- Long-term, sustained employment
- Increased resilience and self-responsibility
- Sense of purpose and self-empowerment
- Increase in positive conversations about mental health in organisations
- Improved social and family relationships

For society

Reduced spend on benefits and public health services.

For employers

Improved staff wellbeing as positive conversations about mental health become part of the culture.



At Twining we are committed to living our values and ensuring that we embed them throughout our work. These values drive our treatment of our staff, clients, partners and stakeholders. We put people's mental wellbeing first, empower them by giving them means to succeed and challenge stigma. We focus on recruiting people who believe in building strong relationships, encourage fairness and speak up when something isn't right.



People first



Seek solutions



Empower others



Act with integrity



Fairness at work



Connect and collaborate

OUR PEOPLE

MESSAGE FROM OUR CEO

At Twining, we pride ourselves on being able to offer staff a unique opportunity to grow and develop as people and through their careers through the challenging work we deliver, the exciting phase of growth we are going through and the possibilities for taking on responsibility available in a small organisation. Joining Twining at this time will mean having the opportunity to engage in all these aspects in service of fulfilling your potential as well as to work with a committed and passionate staff group shaping the future of London's "go to" organisation for mental health and employment and the way in which people with mental health problems find wellbeing through work.



OUR SENIOR EMPLOYMENT SPECIALIST

"My role is exciting as I meet clients from diverse backgrounds & support them to reach their goals. The uniqueness of our relationship is fabulous as I use a personalised approach for each individual. Twining has its heart in the right place and has the ethical know-how to support its team & clients. To sum up my experience: "We deliver our promise to positively support people with mental health conditions into the labour market in a compassionate, seamless & effective kind of way" - Amina

OUR EMPLOYMENT ENGAGEMENT MANAGER

"Through my role I support employers who are looking to recruit a diverse workforce and educate themselves around Mental Health. I also run two job clubs weekly in Barnet and Brent where I work directly with the clients, scoping out their employment requirements and presenting the same to the employers. Twining gives me the opportunity to help empower clients and leaves me with a feeling of content & fulfilment when I hear about a client starting employment." - Aniksha



Twining is committed to equality of opportunity in employment and service provision, and opposes all forms of unlawful or unfair discrimination on any grounds, in particular those of disability, race, religion or belief, nationality, ethnic or national origin, age, sex, marital status or sexual orientation.

Twining actively demonstrates this commitment by adopting policies, codes of practice and actions to combat unfair discrimination. Every reasonable step will be taken to ensure that individuals are treated fairly in all aspects of employment/service at Twining, removing any identified practices which unfairly discriminate.

Twining recognises its responsibilities under the following equalities legislation and related Codes of Practice:

- The Equal Pay Act 1970
- Rehabilitation of Offenders Act 1974
- The Sex Discrimination Act 1975 (updated 1986)
- The Race Relations Act 1976 and (Amendment) Regulations 2003 and
- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 and Amendments
- The Human Rights Act 1998
- Employment Equality (Religion or Belief) Regulations 2003, (Sexual Orientation) Regulations 2003 and (Age) Regulations 2006
- European Regulations and Directives

Employees/beneficiaries have a duty to co-operate with Twining to ensure that this policy is effective in ensuring equality of opportunity and in preventing discrimination, and should draw the attention of their line manager/supervisor to suspected discriminatory acts or practices or harassment.

Implementation

1. Recruitment and Employment

Equality of opportunity is embedded in employment practices with procedures designed to recruit/retain the best person for the job by:

- a. Producing a clear job description and person specification
- b. Drawing applicants on an open and equitable basis
- c. Ensuring selection procedures focus on the person specification
- d. Ensuring interviewers are adequately trained
- e. Equality of pay, other terms & conditions of employment including application of employment policies
- f. Decisions on promotion based on objective job related criteria
- g. Development opportunities planned around individual needs and work objectives

2. Service Provision

Equality of opportunity is also embedded within service provision with:

- a. Equality-based needs addressed within beneficiary needs' assessment and service planning
- b. Equality in the application of Twining's service and policies
- c. Reporting to relevant stakeholders/funding agencies on service and outcomes in relation to equality

3. Common

- a. Twining policy and issues of equality are actively promoted to staff and beneficiaries
- b. Issues of harassment, discrimination and bullying will be addressed under the organisation's bullying and harassment, complaints, whistle-blowing, grievance, and discipline procedures as appropriate. Acts of retaliation against those who lodge complaints or provide information about acts of discrimination or harassment will be treated as potential gross misconduct.
- c. Procedures exist to actively seek the views of staff and service users
- d. Provision will be made for people of different faiths i.e. variety of food, space for prayer and consideration of flexible working around time off for religious observances
- e. Twining management will monitor and report performance to Trustees and any relevant stakeholders