### ROLE PROFILE – Get Oldham Working

### Higher Apprentice – IAG (Information, Advice and Guidance) Officer

**About The Council:**

Oldham is committed to developing a co-operative future; one where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative Council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. It also means working in ways which are ethical, fair and deliver good social value as well as value-for-money. It also means giving residents the opportunity to work in collaboration with us to design and even help deliver services.

**Purpose of Apprenticeship:**

To assist Oldham Councils Economy and Skills team to deliver the Get Oldham Working programme. A key focus for this role will be to work with in work support team to provide information, advice and guidance for existing trainees and apprenticeship on the Get Oldham Working programme. The successful candidate will also have the opportunity to job shadow and depending on experience and confidence provide support to the Councils Skills for Employment programme by providing a learning mentor role to assist Oldham residents into training, work experience and progression to sustainable employment or higher education.

**What will I be doing?**

Under the guidance and support of your line manager and colleagues, you will be assisting the Economy and Skills team to deliver the Get Oldham Working programme. Your tasks will include:

* Supporting the in work support service to provide information, advice and guidance to existing trainees and apprentices on the Get Oldham Working programme;
* Shadow learning mentors on the Councils Skills for Employment programme.
* Update and maintain the Get Oldham Working register and mailing list;
* Attending information sessions to promote the Get Oldham Working services (Full training provided); dedicated peer support to trainees in the team with disabilities and/or learning difficulties;
* Assist with organising interview dates with employers, candidates and ensuring candidates have all information to attend;
* Creating and maintaining basic project documents as directed (e.g. Excel spread sheets, project plans etc.);
* Assist with the promotion of GOW employment opportunities, through social media and partners;
* Supporting the delivery of events and arranging meetings, including in some cases leading on the project planning and monitoring of an event;
* Provide general administrative duties as and when required for the service.

**What will I gain?**

* Experience of working as part of a busy team
* Developing communications and interpersonal skills
* Experience of providing Information, advice and guidance
* Experience of recruitment and HR practices
* Experience in using a variety of office equipment and IT systems
* Experience of coordinating and facilitating meetings.
* Developed administration and customer service skills.

**Who will I be working with?**

* Colleagues within the Council
* Internal or external stakeholders
* Members of the Public

**Requirements for the Apprenticeship:**

* Be able to demonstrate that you can communicate effectively to build good relationships with colleagues, partners, trainees and apprentices;
* Have the ability to use IT systems, such as outlook, excel and databases.
* Work flexibly to meet the needs of the service including helping with a number of different tasks and potentially at different locations.
* Have knowledge of tools and techniques to organise a heavy workload
* Be reliable and punctual.
* Willingness and ability to work towards a level 4 qualification or higher

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| **Relationship To Other Posts In The Directorate:**  **Responsible to:** Line Manager  **Responsible for :** NONE |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 4/5/16 | J.Phillips | PO Employment and Skills |
| **Reviewed** |  |  |  |
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