London Borough of Redbridge

Place, Communities and Enterprise Directorate

Work Redbridge Employment Specialist Job Description and Person Specification

September 2025

Job Description

Job Title:	Work Redbridge Employment Specialist
Department:	Place, Communities & Enterprise
Function:	Regeneration
Team:	Work Redbridge/ Economic Development
Post number:	
Grade:	LBR 9
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36 hours
Base location:	Lynton House / Hub Central/ Various Outreach locations in the Borough
Reports to: *Job title*	Work Redbridge Employment & Apprenticeships Manager
Role purpose and role dimensions: *Overview of the job*	To contribute to the achievement of Council objectives, particularly in relation to employment, skills and enterprise provision, through the operation of its Work Redbridge Service. The postholder will manage a caseload of clients and have knowledge and experience of delivering supported employment practice and principles of Individual Placement Support (IPS) and / or Supported Employment Quality Framework, with a focus on supporting vulnerable residents, including those with a disability, mental health, long term health conditions and wider barriers to work, into sustainable employment. The postholder will provide one to one information, advice and guidance and group sessions on matters associated with employment, skills and enterprise, including developing strong relationships with health professionals and employers to achieve better employment outcomes for clients. The role will promote economic well-being, tackle in-work poverty and reduce dependency on public sector resources, working collaboratively across Work Redbridge partners to secure sustainable outcomes through integration, information sharing and referrals.
Key external contacts: *Organisations*	• Redbridge residents looking for support finding work or self-employment • Local Employers • Enterprise Hub • Local London • Adult Education College • DWP / Local Job Centre Plus • NHS Clinical Teams in Primary and Secondary Care Trusts and other healthcare settings • NELFT / Mental Health and Wellbeing workers • Community Health Workers & NHS Link Workers • Social Prescribers • Local Community & Voluntary Sector Organisations • Training Providers

Key internal contacts: *Job titles or groups of staff*	• Team Leaders, Employment Specialists, Compliance and administration staff • Employer Engagement Officers • Housing • Disability Services • Mental Health Services • Adult Social Services • Children's Services • Youth Service • Families Together • Social Workers • Welfare Benefits & Income recovery service • SEND Teams • Leaving Care Service, including transition into adulthood team • Drug and Alcohol Support Teams
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	n/a
Key areas for decision making:	• Applying principles of evidence-based practice of supported employment such as IPS/SEQF, including integration, vocational profiling and rapid job search, taking into consideration client job preferences and local labour market intelligence • Using professional judgement to assess client suitability and eligibility based on triage model. • Determining suitable employment opportunities for residents • Tailoring vocational profiles and action plans to individual needs • Prioritising caseloads to meet programme objectives, deadlines and performance outcomes • Identifying when to escalate concerns to line managers or relevant safeguarding leads
Other considerations: *E.g. working patterns*	• Regular travel to meet employers, residents, and attend external meetings. • Build connections at employer engagement events and collaborate with local businesses to identify job opportunities for residents. • Adaptable to work in various community settings for integration opportunities, such as NHS/ healthcare facilities, social care offices, or local council premises, to effectively support residents. • Willing to engage in outreach activities across diverse locations, including libraries, community hubs, employment centres, and council offices, to generate referrals and raise awareness of the Supported Employment service.

Key accountabilities and result areas:	Key elements:
To deliver Work Redbridge Information, Advice and Guidance appointments to residents, working to agreed objectives, targets and resources.	**This will involve:** • Supported employment is holistic using strength-based individual assessment, in-depth vocational profiling, intensive support, and identifying solutions through action planning, employment brokerage and job analysis. • Delivering quality and personalised employability support to Redbridge residents, following the principles of IPS and/or SEQF of 'place and train', and meet high fidelity. • Supporting clients with high quality and individualised careers advice, CVs, job search, applications and interview preparation. • Delivering supported employment to clients with health barriers, including mental health, learning disabilities, learning needs and vulnerable groups. • Engaging with key partners to ensure referrals are actioned within agreed timescales. • Managing appropriate group support sessions including work clubs, employability workshops, peer support and employer information sessions to Redbridge residents • Monitoring progress and outcomes achieved, contributing quantitative and qualitative data for quarterly evaluation reports • Responsible for achieving project outcomes and performance targets to meet external funding requirements.
To manage a caseload of vulnerable residents, providing support and IAG for them to progress to employment	**This will involve:** • To effectively manage a specified case load of clients referred to Work Redbridge with multiple and complex barriers to employment to achieve targets and sustainable job outcomes. • Completing detailed holistic initial assessments using IPS or SEQF principles to understand wider barriers to employment including health and general well-being, basic skills and entitlement to benefits. • Applying effective coaching and motivating skills to move clients into sustainable work or training. • Offering broader advice and information on money management, better off calculations, childcare and housing support.
To be responsible for delivering job brokerage to clients and engaging with local employers to source vacancies for residents	**This will involve:** • Identifying and engage with suitable employers to generate job opportunities base on client job goals and preparing them effectively opportunities and other incentives in the interest of both the client and employer • Establishing and maintaining strong working relationships with employers to broker job opportunities, paid work trials, job carving and reverse job matching, to design job opportunities that align with the clients' unique skills and aspirations. • Educating and supporting employers to foster inclusive recruitment, workplace adjustments, effective return-to-work strategies, and promoting long-term job retention through regular contact. • Secure evidence of sustained employment that meets the needs of external funders. • Utilising a coaching and mentoring approach to offer ongoing employability, advocacy and in-work support to clients, to address workplace challenges and provide training or guidance to ensure sustainable outcomes.

To maintain the integrity of the CRM database and quality assurance of the supported employment programme.	**This will involve:** • Maintaining detailed, accurate and up to date records of all activities in accordance with information governance requirements. • Ensuring effective management of CRM database, tracking the sustained outcomes of clients. • Ensuring all clients sign confidentiality and data protection agreements • Delivering monitoring reports on client progress on a monthly basis and case studies to celebrate achievements and demonstrate programme impact • Reporting relevant data to the Programme Manager and supporting ongoing monitoring and evaluation activities.
Promoting the Work Redbridge service and adhering to the Supported Employment Fidelity model	**This will involve:** • Delivering services in adherence to IPS and/ or SEQF fidelity standards and contractual requirements and contribute to fidelity audits. • Actively promoting the Supported Employment programme to local stakeholders, employers, and community groups to foster engagement and partnerships. • Sharing resident success stories and best practices to highlight the programme's impact and encourage broader community involvement. • Raising awareness of the Supported Employment service through outreach efforts, presentations, and participation in community events.
To maintain contacts and relationships with key stakeholders to ensure integration of employment, health and Council support	**This will involve:** • Engaging in partnership working and service development with key internal and external stakeholders, particularly Health professional /NHS, Housing and Welfare Benefits service, Connexions, Adult Education, Jobcentreplus, Housing Associations and local training and employability providers. • Establishing and maintaining partnership links with Health, ensuring clinical and employment needs are integrated and complementary to the clients journey back to work. • Collaborating with clinical teams, social workers, and other professionals to deliver holistic, person-centred support. • Participating in team meetings, clinical and case reviews to share insights and updates on client progress.
To maintain on-going professional development and practices	**This will involve:** • Keeping abreast of ongoing welfare reform changes and legislation and to maintain ongoing professional development and practice • Taking responsibility for own development, actively pursuing learning on Connect to Work IPS/SEQF/ BASE/Centre of Mental Health and developmental opportunities, working with line manager to develop and implement a personal development plan. • Adhering to Council's policies on Equal Access, Equal Opportunities, Data Protection and Health and Safety. • Maintaining CPD and leave logs.
Other	**This will involve:** • All other duties commensurate with the grading of this post as directed from time to time
General accountabilities and responsibilities	
Green Statement	**This will involve:** ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	**This will involve:** ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	**This will involve:** ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	**This will involve:** ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.
Equalities	**This will involve:** ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	**This will involve:** ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	**This will involve:** ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans within the wider Regeneration service ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	**This will involve:** ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.

Person Specification

Job Title:	Work Redbridge Advisor		
	Method of candidate assessment: A = Application form I = Interview T = Test. *Weighting: 3 = most important, 1 = least important*	**A - I – T**	Weighting
Minimum education/ qualifications:	• Holds a relevant professional qualification at degree level or equivalent (desirable) Or • Holds an NVQ 4 Careers Guidance or equivalent in Information, Advice and Guidance	A	2
	• Able to demonstrate achievement through experience and career progression in delivering supported employment in practice. Training specific to supported employment frameworks, including IPS or similar models, would be advantageous.	A	3

Minimum experience/ knowledge/ skills:	**Experience** ▪ Experience in supported employment, vocational training, or related fields.	A	3
	▪ Proven success working with individuals with disabilities, mental health conditions, or other barriers to employment.	I/T	3
	▪ Skilled in coaching and mentoring individuals to improve employment readiness and build job-seeking confidence.	I	3
	▪ Familiarity with maintaining caseloads and achieving employment related outcomes.	A/I	3
	▪ Experience in collaborating with clinical teams or multidisciplinary teams to provide tailored support.	I	3
	▪ Expertise in engaging and educating employers on the benefits of inclusive hiring practices and workplace adjustments.	A/I	3
	▪ Lived experience in overcoming barriers to work, mental health challenges, or disability (desirable).	A	2
	Knowledge ▪ An understanding of the National, Regional and Local agendas, relevant employment & housing legislation and provision and referral mechanisms regarding employment, skills, welfare benefits and enterprise.	I	2
	▪ Good understanding of the principles and practices of IPS and / or SEQF, including integration with clinical teams, vocational profiling, and rapid job searches.	I	3
	▪ Understanding of the Equality Act 2010, reasonable adjustments, and employer responsibilities to promote inclusive workplaces.	I	3
	▪ Understanding of local employment trends and industries to inform tailored job placements.	I	3
	▪ Knowledgeable in navigating employment-related support within the welfare system	I	2

Minimum behaviours: Customer service	• A clear commitment to excellent customer service with proven experience of having driven a customer focussed approach in a similar role. • Effective use of customer feedback to improve quality of service • Ability to secure positive outcomes for vulnerable residents including those with complex needs and/or challenging behaviours • Agile working with the ability to operate from multiple locations and in conjunction with care and support services	A-I I I I	3 2 3 3
Communicating and influencing others	• Ability to communicate effectively with vulnerable residents, other professionals, elected members, businesses and partner organisations including supporting the preparation of reports and correspondence • Demonstrates tact and diplomacy when dealing with sensitive issues and difficult discussions	I I	3 3
Working together	• Highly developed team working skills within a range of roles, able to demonstrate concern and respect for other people's opinions • Able to develop strong partnerships with a range of internal and external stakeholders • Experience of responding to the demands of a diverse community • Ability to work well under pressure and recognises when to escalate issues to managers and takes action appropriately.	A-I I I I	3 2 2 2
Driving improvement	• Commitment to continuous improvement and the ability to deliver efficiencies whilst maintaining quality and effectiveness. • Ability to review and analyse personal performance and implement changed ways of working to address any issues.	I I	3 2
Adaptability	• Highly flexible style and ability to respond to changing priorities.	I	3