

## Galway City Partnership - Local Area Employment Service – Employer Liaison Job description

### GCP - LAES Employer Liaison Officer Overview

The Employer Liaison Officer will be required to provide services to the long-term Unemployed clients of the service and employers across the Galway City and County area. The Employer Liaison Officer will promote the Galway service to a network of employers within the community and voluntary and private sectors to secure and maintain a profile of employment opportunities. The Employer Liaison Officer (ELO) will work under the direction of the Galway City Partnership Head of Employment Supports and link with the team of LAES Employment Guidance Officers to secure and maintain employment placements against Key Performance Indicators.

### Main Duties:

- Develop a database of employers, enabling matching clients' needs against employment options through an individualised employability path.
- Understand and Promote the LAES and the suite of DSP Programmes available to employers through networking, roadshows and collective meetings.
- Deliver on contractually defined KPIs by working with LAES supports to ensure employer and client engagement. Sourcing employment opportunities for clients and placing them into suitable and sustainable employment.
- Support management of caseloads efficiently and effectively through appropriate employer-focussed interventions.
- Receive referrals of existing clients from Employment Guidance Officers, provide feedback and work in collaboration with Employment Guidance Officers.
- Carry out in-employment supports for clients, in line with the DSP contract. Assisting clients to remain in full time employment beyond specified time durations in line with KPI's.
- Ensure all due diligence paperwork is completed promptly to include full client and employer details.
- Manage the caseload efficiently and effectively according to good governance and established company and funders procedures and guidelines.
- Maintain the *DSP Activation Case Management System (BOMI)* and the *LAES Recordings* system to provide regular reports to the Head of Employment Supports. Provide oral and written reports to the Head of Employment Supports, LAES Project Lead, CEO and Board of Management.
- Ensure the service delivery adheres to all the requisite quality assurance standards and training provisions. Train as an internal Q-Mark Auditor and participate in all aspects of Q-Mark
- Demonstrate a willingness to take on additional duties as and when required.

## Person Specification for the LAES Employer Liaison Officer:

### **Knowledge of Employment, Enterprise, and Career Guidance**

Capacity to demonstrate a detailed knowledge of the area regarding employment, enterprise, labour market programs and career guidance. Demonstrate a clear understanding of the role of the LAES. Have a realistic understanding of the local job skill requirements. Possess an understanding of the barriers facing unemployed people in accessing progression options.

### **Liaison**

Demonstrate developed, effective, and efficient liaison skills across multiple stakeholders. Capacity to act as a strong influencer motivator and inspire trust with all stakeholders and clients.

### **Caseload Management**

Experience in managing caseloads, delivering to KPIs and reporting on same, using advanced MS Office and IT skills. Become proficient in the use ACM BOMI system and the LAES Recording methods.

### **Interpersonal**

Capacity to be a positive, empathetic, flexible, motivated, self-starter who can communicate effectively and have strong listening and administrative skills. Demonstrate a practical approach to working with clients.

### **Negotiation**

Have experience in forming good working relationships across stakeholders with excellent questioning, communication and listening skills. Capacity to be confidential by nature and a strong influencer.

### **Other Skills**

Informed about Government objectives as defined in the *Roadmap for Social Inclusion 2020-2025*, *Future Jobs Ireland*, *Enterprise 2025*, the *National Traveller and Roma Inclusion Strategy*, the *Migration Integration Strategy*, and others as relevant. Hold a clean, current driving license.

### **Core Competencies Required Minimum Experience / Education**

Have relevant experience working in employment, enterprise, and career guidance. Demonstrate capacities in successfully addressing barriers to employment. A National Framework of Qualification Certificate, i.e. Adult Guidance / Human Resources / Community Development or other qualification relevant to this role.