

Job Description

Employability Coordinator

Reference: 3870

Date: May 2026

Job Family:	Education, SEND and Skills / Skills and Employability
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

To provide customer service and administrative support to the Employability and Inclusion Team, enabling the effective delivery of employability provision and the coordination of networks, events and services for customers, colleagues, external stakeholders and funders, while supporting activities that contribute to economic growth and the Northumberland Economic Strategy 2035.

Service Purpose

The purpose of the service is to support economic development and regeneration for all residents, communities and businesses in Northumberland to deliver the ambitions set out in the Northumberland Economic Strategy 2035. The Northumberland Economic Strategy 2035 provides a vision and framework for delivering inclusive, sustainable economic growth and regeneration for the County; one that builds on its existing and emerging assets and capabilities to seize local, national and international opportunities for growth. The Employability and Inclusion team is one of ten within this service.

Duties and Responsibilities

Service Delivery & Operational Tasks

- Coordinate and schedule delivery sessions, meetings, and events, including booking facilities and refreshments.
- Support the delivery of employment and skills sessions for customers, partners, and internal teams.
- Produce, update, and maintain documents and materials required for meetings, sessions, and events.

External Representation & Partnership Working

- Build and maintain effective relationships with customers, employers, stakeholders, and colleagues at all levels.

- Attend external meetings and events to support collaboration, strengthen networks, and promote partnership activity.

Stakeholder Engagement & Communication

- Support the administration and updating of the website and email platforms to share news, events, and key information.
- Record, produce, and distribute accurate minutes for internal and external stakeholder meetings.

Compliance

- Collate data, prepare evidence, and upload required documentation to support project reporting and compliance requirements.

Digital & Systems Use

- Maintain databases, network membership records, and customer information in line with confidentiality requirements and GDPR.
- Use IT systems to create, update, and manage customer and project data accurately and securely.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 2 qualification including literacy and numeracy or relevant experience.

Knowledge, Skills and Experience

- Knowledge of delivering employability or training provision contracts, including a basic understanding of associated compliance and reporting requirements.
- Experience working with organisations across the public, private, community and voluntary sectors.
- Ability to manage administrative processes including calendars, meeting scheduling and record-keeping.
- Experience of recording, maintaining and distributing formal minutes and action logs.
- Ability to organise, coordinate and support events, including venue bookings, invitations and materials.
- Strong attention to detail to ensure accuracy in data entry, document formatting and record maintenance.
- Ability to travel independently to locations across the county.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.

- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Organiser** - You make plans and are well prepared. You seek to maximise time and productivity.
- **Networker** - You create and maintain positive, professional and trusting working relationships. These can be with a wide range of people within and outside your organisation. You identify connections and reach out to bring people together
- **Service Focused** - The job purpose centres on delivering high-quality customer service to customers, stakeholders, colleagues, and funders, with an emphasis on care, inclusion, and positive customer experience.
- **Team Player** - You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Disciplined** - You follow processes, operating well within set standards, rules and guidelines

Desirable