

## **JGW+ Learner Outreach & Recruitment Worker**

**Contract term: Permanent**

**Hours: 37 hours over 5 days per week**

**Location: ACT Ebbw Vale & Aberdare Delivery Centre**

**Starting Salary: Grade 5 £27,430 rising to £30, 722 per annum.**

### **Summary of position:**

The Learner Outreach & Recruitment Worker is responsible for engaging young people aged 16–19 and supporting them into the Jobs Growth Wales+ (JGW+) programme. The role focuses on identifying potential learners, understanding their individual needs, and promoting the opportunities available through JGW+.

The postholder will build and maintain effective relationships with partners, schools and community organisations, attending outreach events, careers fairs and engagement sessions to raise awareness and generate referrals. They will support young people through the application and sign-up process, ensuring a smooth and positive learner journey from initial engagement.



The role will primarily support delivery across the Aberdare and Ebbw Vale areas, with flexibility required to support other centres as needed.

The role also includes maintaining accurate records of outreach activity and learner engagement, contributing to recruitment targets and ensuring compliance with organisational processes.

### What a typical day would look like:

A typical day as a Learner Outreach & Recruitment Worker involves engaging with young people aged 16–19 to raise awareness of the JGW+ programme, attending schools, community centres, careers fairs, and other events. You will support young people through the referral and sign-up process, maintain accurate records of outreach activity, and liaise with partners and colleagues to ensure learners' needs are understood and met.

While your focus will be on Aberdare and Ebbw Vale, you may occasionally travel to other centres to provide support. You'll work flexibly to promote the programme, contribute to recruitment strategies, and ensure all activity adheres to safeguarding, data protection, and organisational standards.

### What you are responsible for:

- Engage with young people as a part of the learner recruitment process for the Job Growth Wales+ programme, by informing them of the programme offer, conducting diagnostic interview and assessment, identifying eligibility and making the appropriate referral.
- Understand, as part of one-to-one conversations with young people, goals and outcomes desired by the learners. This can include identifying issues around emotional health and wellbeing, substance misuse, criminal activity, sexual health, physical health, education and training, housing and other areas where the young person could need support to access our programmes.
- Support the young people to work towards their goals by building a relationship that establishes motivates and inspires them;

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- Where appropriate, refer young people to our sub-contractor network and/or Working Wales, if assessment identifies that as a more appropriate option for the young person.
- Ability to accurately capture and manage information within tight timeframes.
- Contribute to the collective problem solving and solutions development for young people by working closely with partners including Local Authority EPCs, Social Services, Youth Services, YOS and third sector.
- Write up and record to a high standard any outcomes of meetings with young people and other services and any identified risks and new actions using the appropriate forms.
- Support centre-based learner support activities including induction and delivering centre tours.
- Linking with wider ACT teams including Apprenticeships, School, Business Development and Marketing to support activities that promote ACT services to young people.
- Undertake full case recording, data collection, analysis, the production of reports and summaries, using IT.
- To report all safeguarding concerns in an accurate and timely manner.
- To liaise with Job Centres, World of Work, Careers Companies, support agencies and relevant stakeholders
- Reporting all safeguarding concerns following company Safeguarding policy
- Liaising frequently with the Centre Delivery Manager
- Adhering to and promoting ACT's environmental and sustainability practices.
- Adhering to all GDPR (General Data Protection Regulations) legislation.
- Any other duties as requested by your manager.

### Personal and other duties and responsibilities:

- To actively keep updated with the company's services and programmes
- To continually develop yourself by attending courses, meetings, training events, workshops and seminars
- To demonstrate clear written and verbal communication skills



- To be highly self-motivated and organised
- To ensure effective customer care skills
- A recognition and regard for observing confidentiality
- The capacity to work as part of a team
- An ability to work on own initiative and meet set timescales
- General housekeeping duties
- To display **ACT** core values & behaviour framework at all times.

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## Person Specification:

	Essential	
Experience	<ul style="list-style-type: none"> <li>• Experience of working with young people</li> <li>• Experience of supporting Wellbeing and personal development of young people</li> </ul>	Application/ Interview
Qualifications & Knowledge	<ul style="list-style-type: none"> <li>• Good level of Math and English GCSE C or above (spoken and written)</li> <li>• L4 Advice and Guidance (Desirable)</li> <li>• Learning Coach qualifications (Desirable)</li> <li>• Proficient touch-typing and confident using a keyboard to accurately capture and manage information within tight timeframes.</li> </ul>	Application
Behaviour Framework	<ul style="list-style-type: none"> <li>• Demonstrate ACT's Behaviour Framework:               <ul style="list-style-type: none"> <li>- Respect</li> <li>- Openness &amp; Honesty</li> <li>- Innovation &amp; Creativity</li> <li>- Motivation &amp; Empowerment</li> <li>- Clarity</li> </ul> </li> </ul>	Interview
Skills & Attributes	<ul style="list-style-type: none"> <li>• Able to relate to the needs of young people</li> <li>• Able to work well with people at all levels</li> <li>• Ability to develop others</li> <li>• Excellent written and verbal communication skills</li> <li>• Well organised</li> <li>• Excellent IT skills with programmes such as Microsoft Office, Word and Excel</li> <li>• Willingness and ability to be flexible</li> <li>• Team player with ability to work on own initiative</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>• Willingness to undertake personal &amp; professional development in relation to your role and business needs</li> </ul>	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> <li>• To uphold ACT Values</li> <li>• Resilient</li> <li>• Adaptable</li> <li>• Flexible</li> </ul>	<p>Interview</p>