Employer Engagement & Training Officer
Reference Code – BF/ETO/2026

Hours: 30 hours per week
Salary: £24,000 - £26,000 pro rata, depending on experience
Contract: Fixed term until March 2029
Location: Across Gwent, office-based in Fleur de Lis, Caerphilly
Reports to: Projects Lead – Skills & Opportunities Team

About the Role

The **Employer Engagement & Training Officer (ETO)** is responsible for developing strong relationships with employers across the Gwent region to create inclusive employment opportunities for adults with disabilities and Additional Learning Needs (ALN).

The role focuses on engaging employers, promoting the benefits of inclusive recruitment, and supporting organisations to develop the confidence and knowledge needed to employ and support disabled people in the workplace. The ETO will work with employers to identify suitable opportunities such as site visits, work tasters, structured placements, work trials, and sustainable employment opportunities.

Alongside employer engagement, the ETO will deliver disability awareness training and tailored guidance to help employers understand inclusive practices, reasonable adjustments, and the benefits of building diverse and accessible workplaces.

Working closely with the Employment Development Advisor (EDA), the ETO will ensure participants are matched with appropriate opportunities and that both employers and participants receive ongoing support to enable successful and sustainable outcomes.

This role is suited to someone who enjoys building relationships, working with businesses, and promoting positive change in the workplace to create more inclusive employment opportunities.

Key Responsibilities

Employer Engagement

- Identify and engage employers across the Gwent region to participate in the Bright Futures programme.
- Develop relationships with employers across different sectors.
- Promote the benefits of inclusive employment and disability-confident workplaces.
- Work with employers to secure placement opportunities.

Employer Support

- Provide ongoing employer support following participant placement.
- Assist employers with:

- reasonable adjustments
- inclusive recruitment practices
- onboarding support
- retention strategies

- Work with colleagues to ensure smooth participant transitions into the workplace.

Training Delivery

- Deliver Disability Awareness Training for employers.
- Provide tailored workshops on inclusive employment practices.
- Facilitate employer engagement sessions and networking opportunities.
- Ensure sessions are accessible and inclusive.

Programme Development

- Develop and manage service level agreements (SLAs) with employer partners.
- Coordinate placements and structured work opportunities.
- Support job carving or job creation where appropriate.
- Record employer engagement activities and outcomes.
- Collect feedback from employers on programme impact.
- Contribute to case studies and programme evaluation.

Partnership Working & Representation

- Collaborate with partner organisations to coordinate participant pathways.
- Support participants to transition into volunteering, training and employment opportunities.
- Attend forums, events, and networking opportunities to promote services.

Safeguarding & Compliance

- Identify and respond to safeguarding concerns and complex cases.
- Escalate concerns appropriately in line with organisational policies.
- Maintain accurate records and complete administrative tasks.
- Ensure all work aligns with health and safety, data protection, and organisational policies.

Other Duties and Responsibilities

- Promote equality of opportunity and support the effective implementation of the Organisation's Equal Opportunities Policy.
- Uphold high standards of Health and Safety, ensuring personal and team compliance.
- Maintain confidentiality and ensure safe storage and appropriate disclosure of information.
- Work collaboratively with colleagues to advise, assist, and share best practice.
- Attend relevant internal and external meetings as required.
- Participate in supervision, appraisal, and personal development planning.
- Undertake other duties as requested by the Line Manager that are consistent with the overall purpose of the role.

Person Specification

Category	Criteria	Essential	Desirable
Knowledge & Understanding	Understanding of supported employment, inclusion, and disability confident practice, in line with the SEQF model.	✓	
	Knowledge of reasonable adjustments, inclusive workplace practices, and ALN support strategies.	✓	
Experience	Experience of working with local labour markets, voluntary/community sector, and employer engagement strategies.		✓
	Experience building professional relationships with external partners, organisations, employers, or service users.	✓	
	Experience working within employability or supported employment projects/programmes.	✓	
	Experience engaging employers to develop work tasters, placements, trials, or employment opportunities.	✓	
	Experience in coordinating events, delivering presentations, or facilitating workshops/training sessions.		✓
	Experience delivering disability awareness or equality-focused sessions to external audiences.		✓
Skills & Abilities	Ability to communicate confidently and persuasively with a broad range of people (including employers, partners, and participants) in professional and community settings.	✓	
	Ability to design, adapt, and deliver engaging and accessible training sessions for employers and participants.	✓	
	Ability to identify and support training and development needs for individuals and employers.	✓	
	Strong networking and relationship-building skills with the ability to influence and negotiate.	✓	
	Demonstrated ability to organise workload, manage a caseload, meet deadlines, and manage information professionally (including monitoring and reporting).	✓	
	Comfortable using digital tools, Microsoft Office, databases/CRM, and administrative systems.	✓	
	Able to work confidently with social media		✓
Qualifications	Training or teaching qualification, or relevant experience		✓
	Level 3 Accredited Certificate for Supported Employment Practitioners (or equivalent) or willingness to complete training if not yet qualified.	✓	

	Additional training in disability awareness, job coaching, employer engagement, or inclusive recruitment.		✓
Values & Personal Attributes	Commitment to promoting equality, diversity, and inclusion and a willingness to champion inclusive practice with employers and within the organisation.	✓	
	Motivated to support disabled people, ALN learners, and those with complex needs to access and sustain employment.	✓	
	Proactive, solution focused, and able to work independently as well as collaboratively within a team.	✓	
Other Requirements	Full, valid driving licence and access to transport for travel across Gwent.	✓	
	Willingness to work occasional evenings or weekends to attend employer events or networking opportunities.		✓
	Welsh speaking		✓

Why Join Us?

This role provides a meaningful opportunity to help disabled people and those with health conditions overcome barriers, gain confidence, and achieve sustainable employment. You will join a supportive, collaborative team committed to making a real difference in people's lives.