Job title	Referral Officer – Skills for Life & Work
Organisation Profile	NOW Group is an award-winning social enterprise operating across Belfast and Dublin. We are committed to working with individuals and businesses to unlock potential and create meaningful, lasting change across the island of Ireland. Our work focuses on supporting people who are neurodiverse, autistic, or have a learning disability, helping them to build skills and progress into sustainable, future-focused employment. Through tailored training programmes, inclusive job opportunities, and community-based support, we empower individuals to achieve their goals and thrive in the workplace.
Candidate Brief	NOW Group has recently secured a contract to deliver the Skills For Life & Work Programme across sites in Belfast, L/Derry and Enniskillen. The programme supports individuals with disabilities and additional needs to gain qualifications, develop essential life skills and prepare for employment. As Referral Officer you will provide our participants with the highest quality support to enable them to gain necessary skills and qualifications to progress in their chosen career. The post holder will have a particular focus on securing participants for the programme and work placements opportunities to ensure they achieve their individual goals. The Employment Officer will engage effectively with parents, carers, schools and employers in a professional manner to ensure the optimum opportunities and outcomes can be achieved by the participants.
Location	Derry
Reports to	Programme Manager
Hours	37.5 hours per week
Salary scale	£28,250 per annum
Benefits	25 days annual leave plus 12 statutory days Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counselling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike 2 Work Scheme Holiday purchase scheme Flexible working & Wellbeing initiatives

Main Responsibilities

1. Build a referral network through liaising with schools / colleges / training providers and potential participants, to identify suitable referrals for Skills for Life and Work.
2. Development and effective planning of a yearly recruitment campaign for the relevant delivery area/site.
3. Ensure high-quality induction of participants, carrying out initial and formative assessments and completion of quarterly Outcome Star reviews and associated action plans.
4. Mentor and support participants throughout their individual journey, providing person-centered support to help them achieve their goals and progress positively into further programmes/job opportunities.
5. Support participants to achieve their learning goals through motivation and encouragement to participate in training, work placement and soft skills sessions.
6. Develop and maintain strong working relationships with a network of employers to secure work placement opportunities for participants.
7. Represent and promote NOW Group in the relevant geographical areas through development of links with statutory agencies/local community networks and appropriate stakeholders.
8. Contribute to the achievement of targets within the Organisational Scorecard and NOW Group's strategic objectives.
9. Promote the NOW Group brand and tell our story through social media engagement, attending events, use of marketing materials and other key communication tools.
10. Take part in regular quality audits to ensure compliance with organisational and funder guidelines.
11. Comply fully with NOW Group's 'Organisational Approach to Safeguarding.'

This job description is not definitive and may be subject to review as the duties and responsibilities determine.

Personnel Specification

Essential Criteria

1. A full current driving licence and access to a car. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.
2. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
3. Minimum level 2 qualification in English and Maths.
4. Minimum of one year's paid experience of working with either:
   - Participants with learning disabilities/difficulties
   - Experience assisting young people in training
   - Experience of liaising with employers
5. Minimum of one year's paid experience in building local networks and sourcing referrals for programmes
6. Proficient in the use of the Microsoft Office suite.
7. Excellent communication skills and public speaking/presentation skills.

Desirable Criteria

1. Previous experience of working on Skills for Life and Work Programme or similar government contracts
2. Proven track record of securing employment or work placements for people with barriers to learning.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The shortlisting panel will not make assumptions as to your circumstances, qualifications, and experience.

Access NI

NOW Group adhere to the AccessNI Code of Practice and it is our policy to obtain an Enhanced Disclosure for employees who will be working within our service delivery teams. This check will be completed before employment commences and only if successful at interview. For further information please refer to the Access NI Code of Practice at AccessNI Code of Practice (nidirect.gov.uk)

A copy of our policy on the secure handling, use, storage and retention of information is available on request.

In line with the Rehabilitation of Offenders (Exceptions)(NI) Order 1979 (as amended in 2014), NOW Group's will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure. Please note that a criminal record will not necessarily be a bar to obtaining a position. A copy of our policy on the Recruitment of Ex-Offenders is available on request.

Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

November 2026