



Job title	Skills Support Officer
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	As a Skills Support Officer within the Skills for Life and Work team, you will provide tailored classroom-based support to participants with additional needs, ensuring full engagement in learning and personal development. Your responsibilities include implementing required adjustments, delivering practical and pastoral support, and monitoring progress through accurate record-keeping. Working collaboratively with internal teams, you will ensure all support requirements are met and that barriers to learning are identified and addressed through a robust, individualised Personal Training Plan. You will also coordinate suitable work placements, liaise with employers to resolve issues, and provide job coaching or additional support to maximise participants' learning and development during work-related activities.
Location	3 roles available based in Belfast, Enniskillen & Derry
Reports to	Employment Development 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. Provide person-centered support to participants on the Skills for Life and Work programme.
2. Support participants within classroom and external venues including work placements.
3. Encourage individuals to engage in opportunities and build independence skills.
4. Promote Volunteer opportunities for group members.
5. Build on existing external networks/relations and develop new ones to increase placement opportunities for our participants.
6. Route train participants to increase independence skills.
7. Work effectively with NOW Group Services to provide a full range of support, optimising positive progression for participants.
8. Ensure organisational, team and individual annual KPIs are met.
9. Ensure accurate record keeping of participant attendance, retention and progression in compliance with organisational data protection and confidentiality policy.
10. 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

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 \(nidirect.gov.uk\)](https://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.



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 seeking placements
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.

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.

June 2026