**MTVH ROLE PROFILE**

**Date: 27/06/2025**

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| Role Title (External) | **MTVH Opportunities Coordinator** | Directorate | **Customer Services** | Location | **East Midlands or London** |
| Reports To | **Programme Delivery Manager** | Function / Team | **Community Impact – Strategic Partnerships and Delivery** | Geographical Spread | **National** |
| Direct Reports | **N/A** | Budget Sign-Off Approval Level | **Shares control of budget with others - such as a departmental budget** | Suitable for Agile Working Options | **Yes ☒ No ☐** |
| DBS Check Required | **Yes ☐ No ☒**<br><br>**If yes for DBS check, which level is needed?** | | | Driving Licence<br><br>Insurance check required | **Yes ☐ No ☐**<br><br>**Yes ☐ No ☐** |

*N/A*

**Overall Responsibility**

MTVH Works will empower MTVH residents by providing comprehensive support for employability. Our mission includes assisting in employment, addressing entry barriers, and maximizing professional development for people who are in work. MTVH Works is a key component of Community Impact the community investment function of MTVH.

Through a tailored approach, we will address skills gaps, offer ongoing assistance for career growth, and foster a supportive network. Collaborating with businesses including MTVH and its supply chain partners, we bridge the gap between job seekers and employers. The economy is changing. Increasingly, career opportunities and pay are not keeping pace with what is required to live well. MTVH Works will harness the full capability of MTVH to beat this trend.

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The MTVH Opportunities Coordinator will link with a range of internal colleagues, MTVH partners (e.g. suppliers) and others to create and fulfil work and skills opportunities for MTVH residents. The role holder will work with the MTVH Works Programme Manager and Work and Skills Specialists to design and deliver work and skills pathways, identify and support residents through those pathways and evaluate the success of these initiatives. The role holder will also conduct external marketing and promotions activity with MTVH colleagues and amplify work and skills content to raise engagement levels and create new ways of participating in the Work and Skills offer.

- Management of training programmes, workshops, and pathways for MTVH residents.
- Development of opportunities with key MTVH colleagues including Social Value and Fundraising Manager and Recruitment Team.
- Share insights and evidence in support of innovation by the MTVH Works and EF team (including funding bids).
- Targeted external outreach to groups of MTVH customers (e.g. new Shared Ownership developments).
- Creation of content and materials to support engagement with larger groups of residents, including shared owners and leaseholders.
- Social innovation to tackle root causes of unemployment and in-work poverty (e.g., trial and expand positive ROI initiatives).
- Monitor, evaluate and improve social impact including outputs and outcomes for residents, partners and MTVH.
- Act as an ambassador for MTVH in areas relating to work, skills, money and community investment. Attending and contributing value to relevant external events, conferences and partnership opportunities.
- Use current and future MTVH tools for working, including MS365 to its full advantage.
- Provide national presence, including travel to the East Midlands and East of England.
- Uphold effective colleague approaches to HR, Health and Safety, Data Protection and other areas of safety and compliance.
- Any other reasonable duties as requested by the line manager and Director of Community Impact.

**Key Responsibilities and Outcomes**

- Internal relationship management.
- Management of the MTVH supplier Social Value Plans (work and skills-related).
- Engagement with involved resident groups.
- Coordination of publicity for MTVH, to support funding efforts.

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| Outputs | Outcomes |
|---|---|
| Coordinate resident participation in opportunities with MTVH | MTVH attracts skills and perspectives from residents.<br>MTVH residents have increased earning power. |
| Coordinate resident participation in opportunities with supply chain partners | MTVH maximizes supply chain value and investments in improved Social Value commitments |
| Coordinate resident participation with housing partners | MTVH is a leader in the Social Housing space |
| Resident engagement digitally, through workshops/events. | Increased engagement |
| Weekly internal and external media<br>Quarterly good practice/case study sharing<br><br>Preparation of opportunities to highlight MTVH e.g., awards/conference opportunities for MTVH leaders. | Residents are aware of opportunities – how to co-create and how to access.<br><br>MTVH is positioned to attract further funding, opportunities, and recognition from key stakeholders. |

**Relationship management**

| Internal | External |
|---|---|
| • Community Impact leads and frontline professionals.<br>• Social Value Manager and procurement team.<br>• Communications Team.<br>• Recruitment Team.<br>• Regional leads for Housing, Home Ownership and Care & Support.<br>• Involved MTVH residents. | • MTVH suppliers and sector-wide initiatives.<br>• Housing association counterpoints (es. G15).<br>• Employability funding bodies.<br>• Innovation programmes and other sources of good practice.<br>• Skills-initiatives like Retrofit academy to build future skills and jobs in areas relevant to MTVH and MTVH residents. |

| Personal Competencies | Skills / Experience / Knowledge |
|---|---|
| • Highly organised with strong interpersonal skills.<br>• Ability to follow deadlines, accuracy and attention to detail.<br>• Excellent communication skills particularly presenting complex information to internal and external stakeholders.<br>• Excellent influencing and negotiating skills with internal and external stakeholders.<br>• Flexible availability, with the ability to attend occasional meetings/events outside of regular business hours. | • Creativity and ability to continuously improve service outcomes.<br>• Proven experience of delivering work and skills support with a track record of supporting people into work or improved skills.<br>• Experience of delivering hard targets and working within a performance driven environment.<br>• Proven experience of delivering a coordinated holistic service with a good working knowledge of the issues affecting those who are in in-work poverty or not working. |

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| • Experience of using “coaching” techniques to engage and empower service users.<br>• Good written English to present information clearly to customers and other key stakeholders. | • Experience of identifying, developing and managing strong partnerships.<br>• Experience coordinating the delivery of all stages of a customer experience. |

**General Responsibilities**

- To understand and comply with MTVH’s safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH’s Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH’s policies, procedures and code of conduct and uphold MTVH’s commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

**Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.**