



**Job Title:** Employment & Progression Coach

**Contract:** Permanent, full-time

**Reporting to:** Employment & Progression Manager

**Location of work:** Capital City College Westminster Centre, 76 Vincent Square, SW1P 2PD, London & Hybrid Working

**Hours:** 40 hours per week, Monday to Friday, including very occasional weekends and evening work

### **Benefits**

#### **Salary and Leave**

- Annual salary of £30,000.
- Annual Leave: 34 days of annual leave, inclusive of all public and bank holidays.
- Pension Scheme

#### **Professional Development**

- 1:1 Coaching
- Supervision
- Group Reflective Practice
- Ongoing Training

#### **Well-being and Support**

- Employee Assistance Programme (EAP): Through Hospitality Action, the EAP provides confidential support and resources to employees, such as counselling, legal advice, and financial planning.
- Wellbeing activities such as staff socials, yoga, mindfulness, and meditation.

## **About us**

Hotel School is an award-winning charity that empowers people who have experienced homelessness and other disadvantages to thrive in the hospitality industry. This dynamic 10-week programme combines theory, hands-on experience, and industry visits to provide the skills and confidence to land a job and excel in it.

Hotel School provides a welcoming, inclusive, and supportive training environment where students are given the opportunity to build their confidence to learn and grow. Our holistic approach is how we succeed in finding and sustaining long-term employment and progression, even for those who have been unemployed for over 20 years. We support our graduates as they take their first steps into work through mentoring, employer education, and progression management and support our graduates for up to one year after graduation, and sometimes longer if needed.

Hotel School operates as a Psychologically Informed Environment (PIE), meaning our training programme is tailored to address the emotional and psychological needs of the individuals we work with. Within this framework, Hotel School adopts a Trauma-Informed approach when engaging with students and graduates, acknowledging that many may have encountered complex trauma.

## **About the role**

Join a small, passionate, and dynamic team committed to helping individuals from disadvantaged backgrounds complete their training and transition into sustainable, inclusive careers within the hospitality industry.

As an **Employment & Progression Coach**, you'll work one-on-one with students and graduates, supporting them to overcome barriers, stay motivated, and achieve their goals, evoking meaningful change in their lives and futures.

You will also work closely with Hotel School hospitality employer partners to identify suitable job opportunities and collaborate to ensure our graduates are well-supported as they transition into and sustain meaningful employment.

## **About you**

The successful candidate will be able to demonstrate the following:

### **Skills:**

- **Compassionate & Determined:** Supporting people with multiple challenges is not always easy and requires patience, compassion, and resilience.
- **Composed Under Pressure:** Maintain a calm and focused presence in higher-pressure situations.

- **Strong Communication Skills:** Ability to effectively engage with diverse individuals, demonstrating active listening, empathy, and clear, respectful dialogue.
- **Organisational Skills:** Proven track record of managing multiple tasks efficiently, prioritising responsibilities, and maintaining systems.
- **Adaptability & Flexibility:** Skilled in tailoring approaches to meet the unique needs of different individuals, ensuring personalised and effective support.
- **Problem-Solving:** Ability to focus on finding solutions, have a can-do approach, and the ability to take initiative.
- **Teamwork:** Strong ability to work collaboratively across multiple agencies & partners to achieve optimal outcomes for students & graduates.
- **Administrative Skills:** Confident using MS Office packages, such as PowerPoint, Excel, and email, and our database INFORM.

#### **Experience:**

- Experience working with people experiencing homelessness and/or other disadvantages, or in employment services
- Understanding of the housing and welfare benefits system.
- Experience working in the hospitality industry – desirable but not essential.
- Background in using person-centred and/or trauma-informed methods, ensuring compassionate and informed support - desirable but not essential.

#### **Key Responsibilities:**

##### **Employment & Progression Support**

- Manage a personal caseload of graduates, providing one-to-one support, monitoring risks, and escalating concerns to the line manager when appropriate.
- Identify individual talents and skills and match graduates with suitable employment or further training opportunities, signposting to other programmes where necessary.
- Work creatively and flexibly with graduates who are not yet work-ready—developing tailored next steps plans, building confidence, and helping them progress.
- Collaborate with other support services and referral partners to ensure holistic support, signposting or working jointly with them as needed.

- Support graduates in areas such as housing, substance misuse, mental health, welfare benefits, and budgeting—offering guidance or connecting them to specialist agencies.
- Work creatively with graduates who face additional barriers, offering flexible solutions and alternative pathways to ensure they remain engaged and supported.
- Support graduates with travel expenses during their first month of employment and or to further training activities, helping to reduce financial barriers to starting work.
- Deliver one-to-one employability support sessions, including CV writing, interview preparation, and job search strategies.
- Work alongside Hotel School Mentors to ensure sustainable employment outcomes, in collaboration with the Employment & Progression Manager.
- Build and maintain strong relationships with Hotel School employer partners to facilitate smooth transitions from training into employment.
- Monitor and record the progress of students and graduates, ensuring accurate tracking of outcomes using the Hotel School's database.
- Motivate, encourage, and provide consistent support to students and graduates, using person-centred and trauma-informed approaches.
- Stay informed of labour market trends, legislative changes, and developments in relevant professional fields.
- Contribute to the smooth delivery of Hotel School events and activities.
- Assist in planning and delivering alumni events throughout the year.

### **Programme Support & Work Experience Placements**

- Coordinate and oversee effective work experience placements with both new and existing employer partners, in close collaboration with the Programme & Engagement Lead.
- Prepare students for placements and provide ongoing support throughout the experience.
- Communicate clearly and consistently with employer partners, supporting them with placement preparation and ongoing support throughout the placement.
- Deliver employability and personal development workshops to groups of students or graduates.
- Promote the programme externally to key stakeholders, employer partners, and referral organisations.

**Equal Opportunities:**

Hotel School is committed to creating a diverse and inclusive workplace. We believe that a diverse team enhances our ability to innovate and work with our students and graduates effectively. We are an equal opportunity employer and do not discriminate on the basis of race, colour, religion, sex, gender identity or expression, sexual orientation, national origin, disability, age, or any other characteristic protected by applicable laws.

We welcome and encourage applicants from all backgrounds and walks of life to apply. If you have any accessibility needs that require an alternative application or interview process, please let us know.

**DBS Check:**

Due to the nature of this role and Hotel School's commitment to Safeguarding, a DBS check is required.