



Nickel Support - Job Description

Job Title: Job Coach

Location: 16 The Parade, Beynon Road, Carshalton, Surrey, SM5 3RL (Plus on-the-move across our amazing enterprises!)

Hours: 37.5 hours per week | Monday–Friday, 9:00am – 5:30pm (with a 1-hour break)

Salary: £30,000 (per annum)

Reports to: Head of Service

Contract: 12-Month Fixed Term (with plenty of opportunity to make a lasting impact)

Full Time only

Closing Date for applications: 25th June 2026.

Who are we?

At Nickel Support, we don't just offer support—we spark change. We believe that adults with learning disabilities deserve the right to meaningful, fulfilling employment. We smash barriers, celebrate individuality, and run a variety of vibrant social enterprises where our trainees learn, grow, and thrive.

The Mission

We are looking for a dynamic, proactive, and empathetic **Job Coach** to join our team. Your mission is to help our trainees discover their potential, smash their career goals, and step confidently into the working world.

The best part? You won't be stuck in one place. You will be the thread that connects all of our diverse enterprises, working across different teams and environments. One day you might be coaching someone in our Interestingly Different retail environment, the next you could be helping a trainee master barrister skill in our coffee shop enterprise Beans & Bloom. No two days are ever the same!

What You'll Be Doing:

- **Be a Goal Architect:** Map out personalised, exciting employability plans for our trainees, helping them track their progress and celebrate their wins using our cool impact tools.
- **Enterprise Champion:** Work side-by-side with trainees across *all* of our social enterprises, teaching skills on the job and gradually stepping back as their independence skyrockets.
- **The Matchmaker:** Network with local businesses and employers to source, secure, and nurture brilliant voluntary and paid work placements.



- **Shout It from the Rooftops:** Team up with our Communications Manager to design local campaigns that challenge stereotypes and promote the incredible talents of people with learning disabilities.
- **The Funding Finder:** Learn the ropes of Access to Work funding to secure the financial backing that sets our trainees up for long-term career stability.
- **Stay Connected:** Spend at least one day a week jumping into general Nickel Support sessions just to hang out, keep your team bonds strong, and stay rooted in our core culture.
- **Guardian of Wellbeing:** Ensure our trainees are safe, happy, and respected. You'll keep on top of health and safety, follow care plans, and provide a safe environment for everyone.

About You

To be successful in this role, you don't need to be a corporate suits-and-ties type. We want someone with big energy, a big heart, and a genuine passion for equality.

What you'll bring to the table:

- **Experience that Matters:** You've worked with people with learning disabilities before (in groups or 1:1) and you truly "get" person-centered support.
- **Chameleon Skills:** You can walk into a new environment, adapt to a new team, and pick up routines like a pro. Working across all our enterprises excites you!
- **Communication Rockstar:** You can chat with anyone—from a nervous trainee starting their first day to a local business CEO.
- **Cool Under Pressure:** Challenging behaviour doesn't faze you. You handle difficult situations with patience, professionalism, and a smile.
- **Proactive & Flexible:** You don't wait to be told what to do; you see an opportunity to help or improve something, and you go for it.
- **The Practical Essentials:** You have a full, clean British driving license, a good understanding of Health & Safety, and you're comfortable delivering personal care when required.

Our DNA

We live and breathe our values. If you join us, this isn't just a poster on the wall—it's how we show up for each other every day:

- **We Nurture & Respect Others:** We give everyone (trainees, staff, and managers alike) the space to grow. We leave egos at the door—no one here is more important than anyone else; we just have different roles in the business. We look out for each other, know that a quick "check-in" with a colleague can make a huge difference, and give/receive feedback with total openness and humility.
- **We Are Great Communicators:** We don't just talk; we build genuine rapport by asking great questions, engaging deeply, and taking a real interest in people. We pay attention to the



details (because no detail is insignificant, and we share everything) and we actively listen and observe to find the *real* meaning behind a conversation.

- **We Have a Positive Outlook:** We approach our work with enthusiasm.
- **We are Quick to Celebrate Success:** Big or small, individual or collective (without getting complacent!). You don't have to be loud to be positive; we love people who are positive and driven in their own unique way.
- **We Are Adaptable:** "No two days are the same" is our reality. We love expanding our comfort zones, and we are never afraid to lift our hands and ask for help when we need it.
- **We Have a Growth Mindset:** We love exploring new ideas. Around here, *there is no such thing as failure—only feedback*. We are ambitious, we trust our instincts, show initiative, and are always willing to build on our strengths while actively working on our weaknesses.

Why Apply?

If you want a job where you can watch someone's confidence grow from scratch, see them get their first payslip, and know *you* helped make that happen—this is it. You'll be part of a fun, supportive, and forward-thinking team that values your ideas and loves to celebrate success.

Ready to change some lives?

Apply Today: 🙌 Please visit our website to see the full Job Description and Personal Specification for the role. If it sounds like something you would be perfect at, please fill in our application form in the same place: [Nickel Support, Join us](#)

If you have any problems accessing these documents on our website, please email HR@nickel.org.uk



Nickel Support - Personal Specification

Job Title: Job Coach

To apply for this job you must be able to demonstrate and state on your application form how you meet the essential criteria below. Please address in turn as many points as you feel relevant.

Experience

- **Sector Experience:** Demonstrable experience working with adults with learning disabilities, either in group settings or 1:1, with a deep understanding of person-centered support.
- **Professional Standards:** A solid understanding of Health & Safety legislation and safeguarding practices within a social care or support environment.
- **Driving:** A full, clean British driving licence.

Skills & Abilities

- **Adaptability:** Proven ability to transition quickly between different work environments and teams, picking up routines and tasks with minimal supervision.
- **Communication:** Exceptional interpersonal skills; able to build professional, motivating rapport with trainees, colleagues, and external business stakeholders.
- **Resilience:** Ability to remain calm and professional under pressure, particularly when managing challenging behaviours.
- **Proactivity:** A self-starter who identifies opportunities for improvement and takes initiative without waiting for direction.

Personal Attributes

- **Empathetic & Nurturing:** You value the growth of others, leave egos at the door, and prioritise a culture of openness and humility.
- **Growth Mindset:** You view "failure" as feedback. You are ambitious, willing to build on your strengths, and eager to work on your weaknesses.
- **Positivity:** You are inherently positive, driven, and quick to celebrate successes—no matter how big or small.
- **Collaborative:** You actively listen, share information freely, and prioritise building strong, genuine connections with everyone in the organisation.

Nickel Support is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Note: This job description reflects the main requirements and essential characteristics of the role; it is intended to guide your focus but may evolve as the organisation grows.