



1-Year High-Impact Project: Transform Lives Across Our Social Enterprises

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)

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

Note: This position is funded for a dedicated 12-month period to establish the provision. Delivering strong, evidence-based outcomes during this initial year will directly support our efforts to secure long-term funding and extend the impact of the role.

Why This Role?

At Nickel Support, we don't just offer support—we spark change! This is an exciting, highly rewarding opportunity to work collaboratively alongside our passionate team to deliver and embed our Job Coach framework across our diverse social enterprises.

As our Job Coach, you won't be stuck behind a desk—you'll be the thread connecting all our enterprises! One day you might be making connections with local employers to set up work experience placements or paid employment opportunities and the next you'll be supporting someone in our retail environment at **Interestingly Different**. No two days are ever the same! You will map out personalised trainee pathways, navigate Access to Work funding strategies, and build strong connections with local employers to open up meaningful paid and voluntary opportunities.

We foster a genuinely caring, supportive, and politics-free culture with a strong growth mindset where failure is just feedback, egos are left at the door, and every success—big or small—is celebrated together.

Who We Are Looking For:

We are seeking an adaptable, empathetic, and proactive team player who brings genuine energy and resilience to person-centred support. You will have hands-on experience supporting adults with learning disabilities, hold a clean British driving licence, and excel at communicating with clarity and warmth.

What You'll Gain in 12 Months:

Dynamic Enterprise Experience: Play a pivotal role in delivering a vital community provision, gaining hands-on coaching experience across a range of unique social enterprises like Beans & Bloom and Interestingly Different.

Specialised Expertise & Growth Mindset: Master high-demand skills in job carving, local employer engagement, campaign collaboration, and Access to Work funding navigation in a nurturing, development-focused environment.

Measurable Community Impact: Witness direct, tangible results as trainees build skills, grow in confidence, gain independence, and secure meaningful employment.

Perks & Benefits:

You would be joining a friendly team which has a dedicated monthly employee social fund, along with popular team traditions like our Breakfast Club and Fun Fridays. The office is currently closed between Christmas and New Year which is an added perk of paid time off. There is excellent wellbeing support with an Employee Assistance Programme. In a recent employee engagement survey, 90% of participants recommended Nickel Support as a great place to work, and the remaining 10% were neutral.

For the Job Description, Personal Specification and Application Form for this role, please visit our website - [WORK FOR US | Nickel Support](https://nickel.org.uk/work-for-us) or contact HR@nickel.org.uk



Nickel Support - Job Description

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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 for a 12-month high-impact project. Working collaboratively alongside our passionate 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 making connections with local employers to set up work experience placements or paid employment opportunities. No two days are ever the same!

What You'll Be Doing:

- **Be a Goal Architect:** Map out personalised, exciting employability pathways for our trainees, working with the team to 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.
- **The Funding Finder:** Work alongside colleagues to navigate Access to Work funding strategies, securing 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 an energetic, empathetic team player with an ego-free mindset 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.



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 & Ego-Free:** You foster a supportive, ego-free culture where failure is just feedback, value the growth of others, and prioritize openness, humility, and collaborative teamwork.
- **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.

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.