



Executive Summary

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Erasmus+ Job Broker is an EU-funded strategic partnership programme which aims to develop, design and validate a series of Vocational Education and Training (VET) related developments to support the newly-emerging occupational profile of the 'Job Broker' in Europe.

A major part of this Erasmus+ strategic partnership programme, is the Job Broker Transnational Research Study: Policies, Systems and Needs Analysis partnership report, which combines the 'Country Reports' produced by partners from the United Kingdom, Germany, Iceland, Cyprus, Spain, Italy, Greece and Austria. The key information, knowledge and localised issues set out in these reports supports the development of the Job Broker Occupational Profile and Curriculum programme.

The role of the 'Job Broker' has become a key position in the Employment and Skills sector in Europe, as well as within socio-economic life. The position is significantly important to young people; the unemployed; and those seeking to change jobs, where it is fast surpassing key roles undertaken by more traditional Careers Advisers and those responsible for providing Information, Advice and Guidance (IAG).

The role of a Job Broker and the skills and competencies required to successfully support people into work, especially the unemployed, is experiencing a transition throughout Europe, especially within partners' countries. This is due to the changes in publicly-funded employment services, where some countries' have introduced the requirements of 'Employer Engagement' and the Payment by Results style of delivery. In the UK, for example, Payment by Results programmes are now the norm both within publicly-funded employment services, as well as wider sectors, including international development. In Italy, Payment by Results or Agenzie per il Lavoro (APL) has resulted in Job Brokers implementing an employer-focused strategy, developing strong links with local employers and a greater understanding of their needs and expectations.

Payment by Results policy therefore has resulted in the Job Broker role, having to include the following key duties:

- **Information, Advice and Guidance;**
- **Mentoring and Support;**
- **Employability support;**
- **Job Brokerage;** and
- **Employer Engagement.**

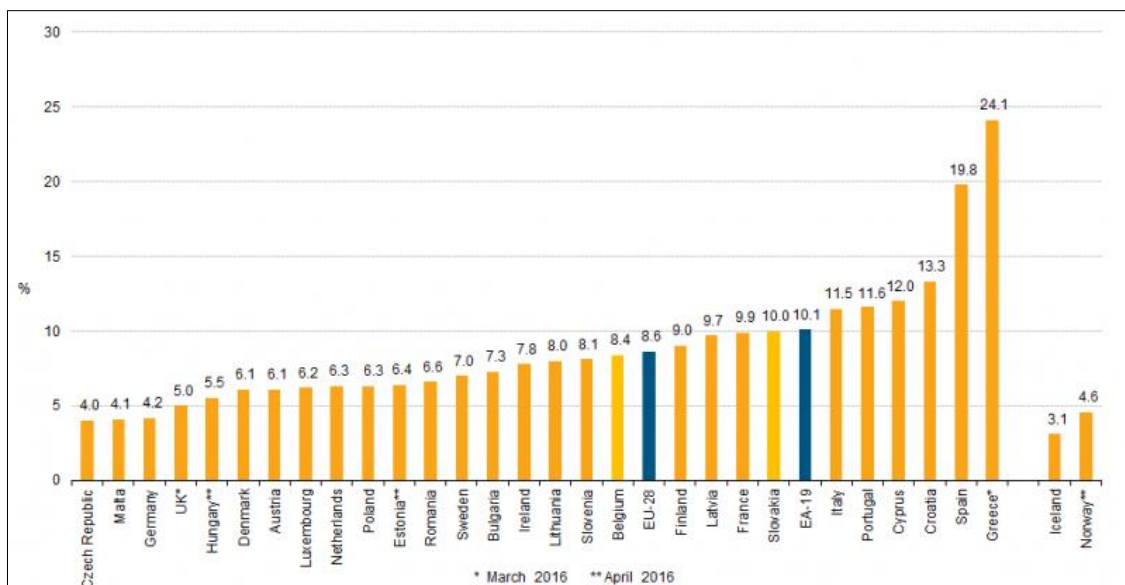
Training and qualifications for Job Brokers within partner's countries is diverse, in some cases non-existent, resulting in many programmes being immensely different, especially towards one element of the Job Broker role. This results in 2 questions. Are the skills developed through these learning programmes sufficient to prepare for this new more complex role being demanded of the job broker? Also, do current learning programmes adequately prepare the job broker to work effectively in their role in other countries in the EU?

Research in partner countries consistently identified the following essential **Skills, Attitudes and Competences** needed by the competent and effective Job Broker:

Empathy	Confidence	Commitment
Motivation & being able to motivate clients	Engagement	Account Management
Sector knowledge	Professionalism	Communication
Knowledge of the Labour Market	Experience in supporting those with socio-cultural-economic barriers	Recognising their own abilities and limits
Adaptability	Mediation	Relationship building
Empowered	Optimistic/Positive thinking	Open-minded
Team-work	Networking & Partnership-working	Knowledge of Employers' needs
Listening	Assertiveness	Resilience & Initiative
Organisational skills	Interview techniques	Emotional Bluetooth (Emotional Intelligence)
Work Ethics	Trust	Human Relations

Partners' all confer that any training or qualification developed through the Job Broker programme should at the minimum incorporate the above skills, techniques, knowledge and competencies within the final programme.

This need for the job brokerage professional throughout Europe, is also linked to individual's countries economic climates. Unemployment in the EU is currently at 8.6% based on Eurostat sources. Unemployment in partners' countries stands at: UK, 5%; Germany, 4.2%, Iceland, 3.1%| Austria, 6.1%; Italy, 11.5%; Greece, 24.1%; and Cyprus, 12%. For unemployment figures in both the EU, EU countries and EEA, see the below graph:



Unemployment rates throughout the EU/EEA in May 2016 - Eurostats - 2016

High unemployment rates, the impact of globalisation on employment and the increased needs of employers, equals a real demand for highly trained, networked and experienced job brokers throughout Europe, which this programme aims to service.