

GFIE-483- Work Coach - BRIGHTON, BRISTOL, SLOUGH - DWP

Closing Date : 30 April 2026

This role at Department for Work and Pensions (DWP) is available to people who served in the Armed Forces, **OR** be in your resettlement period and due to leave the Armed Forces within a reasonable time frame **OR Military Spouse/Partner**: Your current partner must still be serving **OR** was discharged within the last 12 months.

We want you to join us, learn new skills and bring your experience to our organisation. We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so. As part of your employment, you will have access to a range of learning and development, and a buddy who can help you to understand the Civil Service and enable you to make the most of the opportunities it offers.

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. We are the UK's biggest public service department and administer the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

Organisation	The Department for Work and Pensions (DWP)
Job Title	Work Coach
Job Grade	Executive Officer (EO)
Positions available	3 (see locations)
Salary	<ul style="list-style-type: none"> National and Special Pay zone £32,137. Outer London £35,615
Location	<ul style="list-style-type: none"> Bristol (national pay scale) - x 1 Slough (outer London pay scale) - x 1 Brighton (Special pay zone scale) - x 1 <p>This is an office based role in a Jobcentre.</p>
Contract Length	18 months
Hours	<p>The full-time working week in DWP is 37 hours.</p> <p>You may be required to work at any time between the hours of: 7.45 am and 8:00 pm on any day between Monday to Friday, and 8.45 am to 5:00 pm on Saturday. Managers will agree working patterns with successful applicants within these business hours and review these as appropriate.</p> <p>Working pattern Part time and job sharing working patterns within working hours are available but must meet business needs. We will do our best to let people with existing part time contracts retain their contracted hours provided they are in line with current business needs.</p> <p>Please note that successful part time and job share</p>

candidates may be required to work full time for specific periods to complete and consolidate training.

About the job

DWP is committed to being an equal opportunities employer and we aspire to being the most inclusive employer in the United Kingdom.

The Work Coach role is rewarding, varied and complex and no two days will be the same as you will be dealing with different customers face to face and their specific support needs each day.

If you're looking for a career that makes a clear and positive difference to people's lives, then a DWP Executive Officer role may be an ideal for you!

Job description

As a Work Coach you hold a vital role in the Department, helping individuals and their families towards financial independence through work and enabling them to claim the support they need as they progress.

Work Coaches are customer-focused, dedicated individuals and able to deliver exceptional service with empathy and compassion to people who need their support.

As a Work Coach, you will use sound judgement to help people through some difficult, challenging times in their lives, and your tailored coaching can make a huge difference to their ability to find, stay in, and progress in a job.

Key Accountabilities

The Work Coach role is wide-ranging and diverse. You will be working with customers, employers and colleagues through a combination of face to face, digital and telephone contact on a daily basis. Some of the main activities are set out below:

- Providing support to customers claiming Universal Credit, Employment and Support Allowance, Jobseekers Allowance and Income Support.
- Offering quality advice to customers about job search actions, supporting them to job search effectively in a largely digital world, and matching to suitable vacancies.
- Meeting your legal duty to comply with the Equality Act 2010 and making sure your customers get the additional support and advice to help them access our services.
- Building positive relationships with customers that encourages, motivates, and builds trust.
- Developing an in-depth knowledge of local employment opportunities and the support our service partners offer.
- Making timely decisions, based on customer needs, and referring them to appropriate help and support.
- Be accountable for performance and management of your caseload.

Person specification

What we are looking for:

- Effective communication skills both verbally and in writing to a wide range of diverse customers.
- The ability to understand complex information and give clear explanations to the customer.
- You will be able to coach customers to improve their movement into work.

- You must be able to navigate a range of computer systems to action tasks as well as coach customers to be confident using digital work search tools.
- You'll also be required to handle telephony queries and have the ability to manage difficult situations where required in a calm and professional manner.

[A Day in the Life of a Jobcentre Work Coach](#)

<p>Application Details</p>	<p>To apply we will need:</p> <ul style="list-style-type: none"> • A completed Expression of Interest form • A copy of your CV <p>This should be sent via e-mail to GFIE@cabinetoffice.gov.uk</p>
<p>Requirements and Timeline</p>	<p>Candidates who meet the GFIE criteria are guaranteed an informal conversation with DWP about their suitability for the role.</p> <p>Informal conversations with candidates are expected to take place in May 2026 and it is hoped that successful candidates start following successful security checks.</p>