**Job Description – EMPLOYMENT ADVISOR**

**JOB TITLE** Employment Advisor

**ACCOUNTABLE TO** Contracts Manager

**ABOUT THE ROLE**

* To manage a caseload of clients & work with prime contract holders, JCP,

employers, internal support and associated partners to secure an agreed

target of interview and employment outcomes.

* To support development of material and deliver employability related programmes to groups. Including where relevant, vocational knowledge, skills, and assessment to support clients to be able reach employment.
* To effectively track clients who have gained employment to ensure targets can be claimed and to offer continued ‘in work’ support to enable progression to sustained employment
* To produce monthly timely progress reports against targets - responsible for co-ordinating and gathering information across the project team and reporting to your Lakes College Line Manager and the prime contract holder as required.
* To undertake contract administration such as contract monitoring documents, audit documents, customer tracking spreadsheets, etc to ensure college has evidence as required by contract holder, claim contract outputs, and ensure quality compliance with audit requirements

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* Manage a case load of customers and effective diary management to secure sustainable employment, meeting targets and service level agreements.
* Ensure that all customer’s individual starting points are known to receive an appropriate and tailored learning and job search interventions programme.
* Maintain good understanding of vacancies and weekly distribution of these to targeted clients and timely support to reach next application stage.
* Provide careers advice, guidance, and vocational focus, identifying the appropriate support/route back to employment, and develop a deep understanding of their skills, competencies, and potential.
* To undertake research and assist with design, production of relevant materials to meet course criteria.
* To professionally deliver and assess employability related programmes to a range of clients and group sizes. Ensuring course criteria and evidence is effectively met.
* Work with specialist support services, internal and external, to help customers gaps in securing employment are proactively addressed.
* Maintain appropriate accurate records, ensure customer data is always dealt with in a confidential and secure way, and obligations maintained.
* Develop/maintain a broad knowledge of the benefit system (including Universal Credit) relevant to the contract being delivered. Maintaining knowledge of other support initiatives that can aid customers reaching employment goals.
* Develop a network to build knowledge, rapport, and beneficial relationships to support clients’ opportunities.
* To professionally promote our services to groups or individuals, to recruit clients, partners, and employers to serve our local community with sustainable employment.
* Competent use of relevant IT systems including Microsoft Office and bespoke delivery systems. It is a requirement that all customer records be maintained in line with contractual and company requirements.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s clients who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement, and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**Person Specification – Employment Advisor**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
|  NVQ Level 3 or equivalent qualification | **✓** |  | AF |
| Minimum level 2 literacy & numeracy qualifications and be willing to update skills | **✓** |  | AF |
| Microsoft Office  | **✓** |  | AF/AT |
| Advice and Guidance Qualification |  | **✓** | AF |
| Coaching qualification | **✓** |  | AF |
| Minimum of PTTLs teaching qualification | **✓** |  | AF |
| PGCE / Cert Ed qualification |  | **✓** | AF |
| Experience |  |  |  |
| Recent relevant experience in similar target driven role | **✓** |  | AF / AT / IV |
| Delivering information advice and guidance, including preparing individual action/learning/training plans | **✓** |  | AF / AT / IV |
| Knowledge of local labour market | **✓** |  | AF / AT / IV |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all | **✓** |  | AF / AT / IV |
| Welcome suggestions for improving standards and offer suggest improvements | **✓** |  | AF / AT / IV |
| Act as a team player | **✓** |  | AF / AT / IV |
| Accept responsibility for personal activities within agreed parameters  | **✓** |  | AF / AT / IV |
| Display a high standard of personal integrity  | **✓** |  | AF / AT / IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives | **✓** |  | AF / AT / IV |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner  | **✓** |  | AT/ IV |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience, and models to solve problems | **✓** |  |  AT / IV |
| Organised and attentive to detail | **✓** |  | AT / IV |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand | **✓** |  | AT / IV |
| Able to demonstrate organised and analytical problem-solving skills with the tenacity to search out and explain relevant information |  | **✓** | AT / IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students | **✓** |  | AT / IV |
| Develops relationships with internal customers and gains their respect | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output | **✓** |  | AT / IV |
| Ability to prioritise own work, multi-task, and shift priorities | **✓** |  | AT / IV |
| Proactive in taking action to achieve goals | **✓** |  | AT / IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview