National Careers Service – Adviser

Job Title: National Careers Service Adviser
Reports to: Lead Careers Adviser/Relationship Manager
Salary: £22,000.00 - £24,600.00 per annum
Locatio n: Coventry and Warwickshire

Purpose

To provide careers advice and guidance to National Careers Service customers using various modes of delivery and support customers through to job or learning outcomes

Main Duties and Responsibilities

1. Provide careers advice to adults via a range of methods including face to face, telephone, email and other digital means to help them to achieve work or learning goals.
2. Support customers to develop career management skills through a range of activities
3. Work with customers to support their progress into learning, work, or progression in work
4. Work with a variety of organisations to generate customer referrals to meet targets
5. Manage a customer caseload to meet personal and team targets including customer satisfaction, career management, progression and contracted KPIs
6. Record all interactions with customers on the MI database in a timely manner to meet contract deadlines and evidence requirements
7. Operate from a variety of locations including Jobcentre Plus, training & education providers, community providers and local career hubs
8. Use and contribute to local, regional and national LMI to support customer progression in their career
9. Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
10. Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
11. Attend company meetings and training and liaise with staff at all levels
12. Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
13. Other duties commensurate with the level and nature of the post .

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times .
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

shaw trust

Person Specification

Job Title: National Careers Service Adviser

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Education to graduate level or equivalent
- Willing to undertake professional training to maintain standards
- Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance

Experience

- Experience in delivery of careers advice to adults, individually or in groups, employed and unemployed (or similar environment for trainee roles)

Skills and Attributes

- High level of competency, effective operation and use of ICT including its wider application e.g. use of social media
- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes
- Able to work in a target driven environment, and ability to meet or exceed contract targets

Personal qualities, communicating and relating to others

- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes
- Ability and flexibility to work in different outreach locations, able to promote the service and maintain relationships with partners
- Able to work flexible hours at evenings and weekends when required
- Excellent communication and presentation skills
- Commitment to delivering quality services

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)