

Job Description

Job Title: Lead Adviser, National Careers Service West Midlands

Reports to: Relationship Manager

Location: Coventry and Warwickshire

Purpose

To provide careers advice to National Careers Service customers using various modes of delivery and support customers through to job or learning outcome and to support the Relationship Manager with a range of management tasks to ensure performance, quality and compliance targets are achieved.

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. Complete quality observations of advisers using observation guidance template and produce findings using report template. To coach and guide advisers through the quality observation process and communicate development goals for the next quality observations. To report information to Quality & Compliance Team and Relationship Manager
3. Complete Monthly Skills Action Plan and CV checks on all advisers and report findings to advisers with development goals. To communicate findings and goals set to Quality & Compliance Team and Relationship Manager
4. To support the Relationship Manager in leading a team of advisers to achieve both performance, quality, and compliance targets.
5. To undertake delivery of a 0.5 caseload with achievement of the supporting targets required.
6. To support the Relationship manager with Venue Management by ensuring excellent relationship management with venues, regular reviews to discuss progress and concerns and identify support and need required by the venue. To also support by identifying new opportunities and venues
7. To support the advisers with data quality and validation errors by providing the information to amend and training/coaching to minimise errors.
8. To support the team with the coordination of events and workshops and ensuring that all resources and communications are in place to ensure successful. This to include the development of resources and signposting support.
9. Meet all standards for quality of service: safeguarding; information and data security and any other to meet contract requirements.
10. Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies, organisations and at events.
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.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Education to graduate level or equivalent (D) • Willing to undertake professional training to maintain standards. (E) • Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance (E)
<p>Experience</p> <ul style="list-style-type: none"> • Experience in delivery of careers advice to adults, individually or in groups, employed and unemployed (or similar environment for trainee roles) €
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • High level of competency, effective operation and use of ICT including its wider application e.g. use of social media. (E) • Able to work in a target driven environment, and ability to meet or exceed contract targets. (E) • Confident and competent to deputise in the absence of the Relationship Manager to ensure continuous delivery. (E) • Skilled and competent in delivering careers advice in a range of settings and through a range of delivery models. (E) • Able to lead others, act as a role model to and motivate other advisers. (E) • Able to build relationship at all levels both internally and externally. (E) • Ability to identify opportunities and trends to support the continuous improvement of performance, quality, and performance. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Commitment and a good understanding of quality and compliance processes and attention to detail to ensure that coaching and guidance to advisers is robust. (E) • Excellent communication and presentation skills, including working with the media. (E) • Able to work flexible hours at evenings and weekends when required. (E) • Well organised, capable of working under pressure, meeting deadlines and targets, manage their own time. (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

