

## Careers Adviser

<b>Job Title:</b>	<b>Careers Adviser /Trainee Careers Adviser</b>
<b>Reports to:</b>	<b>Lead Careers Adviser/ Team Manager</b>
<b>Salary:</b>	<b>£22,000.00 - £26,729.00 per annum</b>
<b>Location:</b>	<b>Coventry and Warwickshire</b>

### Purpose

Working with a range of young people as directed by a Team Manager, you will be responsible for delivering a range of IAG, work related learning and enterprise activities to ensure young people remain in and progress into employment, education or training.

This role focuses on young people who are NEET or vulnerable to NEET due to particular needs and providing specific services to young people that have been purchased by an educational institution or other customer.

To deliver the role you will provide 1:1 impartial information, advice, guidance and ongoing case load support to ensure young people remain in or progress into employment, education or training. You will undertake small/large group work activities including presentations and engage employer's programmes for young people in education to help young people move into employment or contribute career educational programmes.

### Main Duties and Responsibilities

1. Provide careers advice to young people 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 young people to develop career management skills through a range of activities
3. Work with young people to support their progress into learning, work, or progression in work
4. Manage a caseload to meet personal and team targets including, September Guarantee, Activity Survey, NEET target and other performance requirements, through case load support and a range of follow up activity and tracking, including phone and home visits.
5. Record all interactions with customers on the MI database in a timely manner to meet contract deadlines and evidence requirements
6. Operate from a variety of locations including Jobcentre Plus, training & education providers, community providers and local career hubs

7. Use and contribute to local, regional and national LMI to support customer progression in their career
8. Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
9. Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
10. Attend company meetings and training and liaise with staff at all levels
11. Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
12. 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"><b>Person Specification</b></p> <p align="center"><b>Job Title: National Careers Service Adviser</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <p>One of the following qualifications:</p> <p>Qualified</p> <ul style="list-style-type: none"> <li>• Diploma in Careers Guidance (Parts 1 &amp;2)</li> <li>• Qualification in Careers Guidance (QCG)</li> <li>• Level 6 Diploma in Advice and Guidance</li> <li>• Level 4 Advice and Guidance (may be considered based on other experience)</li> </ul> <p>Unqualified</p> <ul style="list-style-type: none"> <li>• Relevant qualifications working with young people in a mentoring / advice role</li> <li>• Willing to train toward level 4 – 6 IAG Qualification</li> </ul>
<p><b>Experience</b></p> <p>Qualified</p> <ul style="list-style-type: none"> <li>• Experience of working with young people in secondary schools/ colleges. (D)</li> <li>• Experience of working with various partners who support young people both in the voluntary and statutory settings</li> <li>• Experience of delivering Careers Information, Advice and Guidance. (E)</li> <li>• Experience and knowledge of the Gatsby Benchmarks. (D)</li> </ul> <p>Unqualified</p> <ul style="list-style-type: none"> <li>• Experience of supporting / mentoring young people either in school / community setting (D)</li> <li>• Experience of customer facing roles (E)</li> <li>• Experience in delivery of careers advice to young people, individually or in groups, employed and unemployed (or similar environment for trainee roles) (E)</li> </ul> <ul style="list-style-type: none"> <li>• Experience of caseload planning management and organisational skills (E)</li> <li>• Experience of developing and maintaining rapport and effective relationships with young people (E)</li> <li>• Experience, understanding and empathy with the lives of young people (E)</li> </ul>

**Skills and Attributes**

- Demonstrate an understanding of the requirement of working with young people in a professional capacity. (E)
- Able to organise work targets and manage conflicting pressures and deadlines. (E)
- Able to work flexibly including across a range of institutions a. (E)
- Take responsibility for planning their own work, ability to work independently while part of a team. (E)
- Ability to keep accurate records and write review reports on delivery (E)
- Commitment to quality improvement and innovation. (D)
- Able to deliver against contract requirements. (E)
- High level of competency, effective operation and use of ICT including its wider application e.g. use of social media (E)
- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes (E)
- Able to work in a target driven environment, and ability to meet or exceed contract targets (E)

**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 (E)
- Ability and flexibility to work in different outreach locations, able to promote the service and maintain relationships with partners (E)
- Able to work flexible hours at evenings and weekends when required E
- Excellent communication and presentation skills (E)
- Commitment to delivering quality services (E)

**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)