

**Job:** **Shaw Trust Adviser**

**Salary** Min - £22,686 – Max £27,686 **(All other areas)**  
Min - £23,820 – Max £28,820 **(+ 5% South East)**  
Min – £24,955 – Max £29,955 **(+ 10% London)**

**Reports to;** **Team Leader/Senior Adviser**

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We need an Adviser to support people to change their lives positively through finding sustainable employment.

Our staff strive to make an impact by looking for new and innovative ways to motivate people who are disadvantaged in the job market. They deploy out-of-the box thinking to provide personalised support to help clients take control over their lives.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others.

### **Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and /or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

### Job Title: Shaw Trust Adviser

(E = Essential D = Desirable)

#### Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

#### Technical competency (qualifications and training)

- Minimum of 5 GCSEs or equivalent. **(E)**
- Information, Advice and Guidance qualification or equivalent. **(D)**
- A qualification, or accredited training, in a relevant discipline, such as systematic instruction, training, or social care. **(D)**

#### Experience, Knowledge and Skills

- Experience of working in the welfare to work industry and delivering to specified targets, quality standards and compliance measures. **(D)**
- Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport **(D)**
- Experience of delivering training in group situations and providing one to one coaching and positively influencing the clients journey and employer relationships. **(D)**
- Experience in using motivational, barrier removal and action planning techniques to manage the progression of clients into sustainable work opportunities. **(D)**
- Strong track record in delivering job outcome success to disadvantaged groups of clients. **(D)**
- Good understanding of the local and national labour market and employment issues **(D)**
- In depth understanding of the benefit system and conducting 'Better Off in Work' calculations. **(D)**
- Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. **(D)**
- Ability to identify individual client motivators to enable clients to take ownership of their goals and actions and support SMART, based action plans. **(E)**
- Ability to problem solve and respond appropriately to a variety of situations. **(E)**
- Ability to manage, support and review a caseload to achieve targets and customer progression. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**
- Good administration and organisational skills with good experience of using office systems. **(E)**
- Solutions focussed with ability to work under pressure **(E)**
- Ability to work on own initiative and as part of a team. **(E)**

#### Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at Enhanced level. **(E)**

## **Main Duties and Responsibilities**

1. To achieve sustainable job outcomes.
2. To conduct initial and on-going assessment of clients across all Shaw trust contracts to establish work readiness and ability to sustain employment. Assess the barriers clients face to achieving their goals in relation to their circumstances, capabilities and motivation and use effective caseload management practices to create actions plans for clients .
3. Provide training / coaching / support for clients on an individual and/or group basis to support agreed actions that will improve their circumstances, increase their capabilities and enhance their motivation to find sustainable employment.
4. Identify and engage local employers by cold calling and reverse marketing to provide suitable employment for clients.
5. To develop and maintain an in-depth knowledge of the local labour market, current benefits systems and entitlements, programme provision of relevant agencies and opportunities pertaining to employment access.
6. To ensure appropriate support is available to enable the client to retain or develop in their job, with an emphasis on movement toward sustained unsupported employment
7. Manage a caseload of in-work customers across a specified geographical location and meet associated KPI's carrying out regular reviews with the client and the employer .
8. Carry out appropriate workplace Health and Safety assessments when clients are offered a position, and liaise with the employer to ensure appropriate adjustments are made and continued compliance, seeking assistance from health and Safety Advisers when appropriate.
9. To work within a quality framework across contracts ensuring that services delivered meet the standards required of the commissioners, ISO 9001 (Quality Management System), ISO 27001 (Information Security Management System) and Investors in People (People Management Standard).
10. To work collaboratively with the team to deliver business development activities, participating in case conferences, group delivery sessions and customer led support activities.
11. Produce accurate and timely reports on activity and performance as and when required.
12. Participate in training, learning and development as identified through regular reviews with line manager.

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.

## **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 or 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 an Equality and Diversity 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. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.