

Job Description

Job Title:	Virtual Careers Adviser – National Careers Service
Reports to:	Area Manager – National Careers Service
Grade:	E
Location:	London or West Midlands

Purpose

To provide impartial information, advice and guidance to National Careers Service customers using various modes of virtual/digital delivery, empowering customers to achieve their career management goals, whilst evidencing all job and learning outcomes and support given. The National Careers Service provides free careers information, advice, and guidance to both young people (from the age of 13) and adults predominately through website, webchat, and telephone helpline. The Service vision is for individuals to enjoy more rewarding working lives and to create a culture where career development and acquiring new skills are the norm.

Main Duties and Responsibilities

1. Provide careers advice to adults, within the designated local community, via a range of digital methods including telephone, email and other appropriate means, either in a 121 or group capacity, to help them to achieve work or learning goals and proactively referring to relevant qualifications and or jobs .
2. Deliver digital workshops to customers; ensuring that all relevant paperwork is obtained and is accurate.
3. To achieve the monthly targets and KPI's and meet the needs of your caseload through customer feedback and localised delivery plans. Key targets are set on Careers advice appointments, participants seen and Jobs and Learning outcomes gained.
4. Manage a caseload of participants and maintain participant records in line with contract and funding requirements.
5. Ensure regular Advisor / participant contact is maintained and recorded .
6. Provide quality, impartial Advice and Guidance so the customer has a clear journey of activities to achieve career management goals.
7. Effective recording of co-produced career management activities via SMART actions on the customer action plan, detailing how the customer can achieve their learning and/ or Job outcome goals.
8. Review and update the customer action plan using SMART actions to evidence activities that supports achievement of Job and Learning Outcomes.
9. Efficient and responsive reporting of all performance outcomes and recording associated evidence required to claim a CMO, Learning Outcome and Job on the customer file and action plan.

10. Support customers to develop career management skills through a range of activities.
11. Work with customers to support their progress into learning, work, or progression in work.
12. Work with a variety of organisations , in particular the National Careers Helpline (NCH) team, to generate customer referrals to meet targets .
13. Manage a customer caseload to meet personal and team targets including customer satisfaction, career management, progression and contracted KPIs
14. Proactively manage your diary to maximise the number of participant interactions and record all interactions with customers on the MI database in a timely manner to meet contract deadlines and evidence requirements .
15. Arrange and deliver high quality digital workshops online.
16. Use and contribute to local, regional and national LMI to support customer progression in their career.
17. Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements .
18. Represent and promote Prospects and Shaw Trust Services in a professional and commercial manner, working effectively with other agencies.
19. Attend company meetings and training and liaise with staff at all levels .
20. Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice.

Other

1. To complete all mandatory and regulatory training and to undertake any further training as identified in the Shaw Trust review procedures.
2. To keep up to date with all Shaw Trust Policies and Procedures as found on the Loop.
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. 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.
5. 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.

6. 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.
7. 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.
8. 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.
9. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
10. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
11. 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>Person Specification</p> <p>Job Title: Virtual Careers Adviser – National Careers Service</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<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 or willing to undertake and complete training within 12 months of starting. (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(E)
<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) • Skilled and competent in delivering careers advice in a range of settings and through a range of delivery models (E) • Able to work in a target driven environment, and ability to meet or exceed contract targets (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Ability and flexibility to work in different outreach locations (E) • Ability to promote the service and maintain relationships with partners (E) • Positively embracing change and continuous improvement (E) • Ability to work flexible hours at evenings and weekends when required (D) • Excellent communication and presentation skills(E) • Commitment to delivering quality services (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 a Basic level (E)
<p>Other</p> <ul style="list-style-type: none"> • Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)