

# Job Description – National Careers Service Telephone Guidance Adviser

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Post	National Careers Service Telephone Adviser
Job Purpose	To provide careers advice and guidance to National Careers Service customers using telephone delivery to support customers through to job or learning outcomes
Line Manager	Progression Centre Team Leader
Location	Birmingham
Job Category	Adult Workforce
DBS Disclosure	Enhanced
Qualifications	Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance
Salary	£24000 - £24600

To comply with and understand Prospects safeguarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity, and eliminating discrimination, as a core value.

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- Provide careers advice to adults via the NCS West Midlands Telephone Advice Service , email, and other digital means to help them to achieve work or learning goals
- Support customers to develop career management skills through a range of activities
- Travel to other venues to provide careers advice to adults via a range of methods including face to face, in groups etc as and when required.
- Work with customers over the phone to support their progress into learning, work, or progression in work
- Manage a customer caseload to meet personal and team targets including customer satisfaction, career management, progression and contracted KPIs
- Record all interactions with customers on the MI database in a timely manner to meet contract deadlines and evidence requirements
- Operate from the Telephone Advice Service centre in Birmingham and other partner locations as and when required (e.g. Jobcentre Plus, local career hubs)

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- Use and contribute to local, regional, and national LMI to support customer progression in their career
- Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
- Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
- Attend company meetings and training and liaise with staff at all levels
- Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
- Other duties commensurate with the level and nature of the post

### Personal Specification

- Experience in delivery of careers advice to adults, employed and unemployed ( or similar environment for trainee roles)
- Excellent telephone manner with the ability to communicate effectively over the phone
- High level of competency, effective operation and use of telephone systems and ICT including its wider application e.g. use of social media
- Well organised, capable of working under pressure , meeting deadlines and targets, manage caseloads and their own time
- Able to work flexible hours at evenings and weekends when required
- Able to work in a target driven environment, and ability to meet or exceed contract targets
- Commitment to delivering quality services
- An understanding of and commitment to promoting equality and diversity
- Willing to undertake professional training to maintain standards
- Hold, as a minimum, Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance