

Post	National Careers Service Adviser
Job Purpose	To provide careers advice to National Careers Service customers primarily via the telephone and with scope to use other modes of delivery and support customers through to job or learning outcomes.
Location	West Midlands
Line Manager	Operational Manager / Delivery Team Manager
Job Category	Adults Workforce: any position that involves working/volunteering with adults.
DBS Disclosure	Enhanced
Qualification	Hold, as a minimum, Level 4 Diploma in Careers Information and advice or NVQ 4 in Advice & Guidance equivalent
Salary	£22,000 per annum

To comply with an understanding Prospect safeguarding policy and procedure and take action as appropriate in relation to children and vulnerable group regarding matters of safety protection and wellbeing.

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

## **Job Description**

This is a general description. The emphasis on duties may vary depending on the work location training, experience, and support.

- Provide high quality careers advice to adults via a range of methods including telephone; email and other digital means to help them to achieve work or learning goals.
- There may be a requirement to on occasion provided face to face delivery within a community setting subject to business need.
- Support customers to develop career management skills through a range of activities
- Work with customers to support their progress into learning, work, or progression in work
- Work with a variety of organisations to generate customer referrals to meet targets
- 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 a variety of locations including Job Centre Plus, training & education providers, community providers and local career hubs
- 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 to meet 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 and young people, individually or in groups, employed and unemployed (or similar environment for trainee roles)
- Excellent communication and presentation skills
- Excellent customer service skills and have a customer centred focus
- High level of competency, effective operation and use of ICT including its wider application e.g. use of social media
- High levels of literacy competence, to ensure high quality written work
- Ability to undertake research quickly to answer customer enquires effectively
- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes
- Able to work as part of a Prospects National Careers Service delivery team
- Well organised, capable of working under pressure, meeting deadlines and targets, manage caseloads and their own time
- Ability & flexibility to work in different outreach locations, able to promote the service and maintain relationships with partners.
- 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.

### **Education and Qualifications**

- Education to graduate level or equivalent
- Willing to undertake professional training to maintain standards
- Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance or equivalent

Trainee roles: willing to undertake, and complete within one year, the level 4 Diploma in Careers Information and Advice.