Job Description – National Careers Service

Post	Job and Learning Adviser (National Careers Service)
Job Purpose	Follow up customers to support them into work and/or learning
Location	Birmingham
Line Manager	Relationship Manager
DBS Disclosure	Enhanced

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.

Job Description

- Track customers through phone and email contact to achieve job or learning outcomes.
- Liaise with training providers and partners to capture evidence for job and learning outcomes.
- Work closely with Careers Advisers to implement tracking process targeted at customers who have engaged with the service within a 12 week period.
- Ensure quality/robust evidence is collated for job and learning outcomes that meet contractual requirements.
- Ensure accurate inputting of job and learning outcomes onto CRM system.
- Manage and maintain manual recording processes to capture outcomes.
- Support at Careers Events and provide cover for Careers workshops where required.
- Ensure adherence to the company's equalities and diversity policy.
- Carry out other duties commensurate with the level and nature of the post.

Person Specification

- Possess excellent communication and negotiation skills and have ability to work with people on all levels.
- Ability to build and maintain relationships with key partners and stakeholders.
- Ability to work to targets
- Organised and structured
- Flexible and adaptable, self-motivated with ability to work under pressure and meet deadlines.
- Ability to work as part of a team as well as under own initiative in a demanding environment.
- Able to work flexible hours as and when required
- An understanding of and commitment to promoting equality and diversity.