

# Job Description – Lead Careers Adviser – National Careers Service in the Black Country area

---

Post	Lead Adviser, National Careers Service West Midlands
Job Purpose	To provide careers advice to National Careers Service customers using various modes of delivery and support customers through to job or learning outcome and to support the Relationship Manager with a range of management tasks to ensure performance, quality and compliance targets are achieved
Line Manager	Relationship Manager
Location	Black Country
Job Category	Adult Workforce
DBS Disclosure	Enhanced

To comply with and understand Prospects safe guarding 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.

## Job Description

- Provide careers advice to adults via a range of methods including face to face, telephone, email and other digital means to help them to achieve work or learning goals
- Complete quality observations of advisers using observation guidance template and produce findings using report template. To coach and guide advisers through the quality observation process and communicate development goals for the next quality observations. To report information to Quality & Compliance Team and Relationship Manager
- Complete Monthly Skills Action Plan and CV checks on all advisers and report findings to advisers with development goals. To communicate findings and goals set to Quality & Compliance Team and Relationship Manager
- To support the Relationship Manager in leading a team of advisers to achieve both performance, quality and compliance targets
- To undertake delivery of a 0.5 caseload with achievement of the supporting targets required.
- To support the Relationship manager with Venue Management by ensuring excellent relationship management with venues, regular reviews to discuss progress and concerns and identify support and need required by the venue. To also support by identifying new opportunities and venues
- To support the advisers with data quality and validation errors by providing the information to amend and training/coaching to minimise errors
- To support the team with the coordination of events and workshops and ensuring that all resources and communications are in place to ensure successful. This to include the

# Job Description – Lead Careers Adviser – National Careers Service in the Black Country area

---

development of resources and signposting support.

- 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, organisations and at events
- 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

- Able to lead others, act as a role model to and motivate other advisers
- Confident and competent to deputise in the absence of the Relationship Manager to ensure continuous delivery
- Commitment and a good understanding of quality and compliance processes and attention to detail to ensure that coaching and guidance to advisers is robust
- Able to build relationship at all levels both internally and externally
- Ability to identify opportunities and trends to support the continuous improvement of performance, quality and performance
- Experience in delivery of careers advice to adults, individually or in groups, employed and unemployed (or similar environment for trainee roles)
- Excellent communication and presentation skills, including working with the media
- High level of competency, effective operation and use of ICT including its wider application e.g. use of social media
- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes
- Well organised, capable of working under pressure, meeting deadlines and targets, manage their own time
- Able to work flexible hours at evenings and weekends when required
- An understanding of and commitment to promoting equality and diversity.
- Educated to graduate level or equivalent
- Willing to undertake professional training to maintain standards
- Hold, as a minimum, Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance

## **Job Description – Lead Careers Adviser – National Careers Service in the Black Country area**

---