

JOB DESCRIPTION

Job title: Careers Adviser

Hours: 37

Grade: 5

Location: Hybrid (Home based with frequent travel around Cambridge, Beds and Bucks)

Responsible To: Delivery Manager

JOB SUMMARY:

The careers advisor role will support individuals aged 19+ through providing career information, advice, and guidance (IAG) to our customers in a variety of organisations and locations throughout the county, to support customers who are employed, unemployment or who are economically inactive, to secure sustained employment, education, or training outcomes. You will need to ensure the customers' needs are identified and addressed to ensure an impactful and meaningful customer journey. As part of the East of England team, you will need to have the ability to travel around Cambridge, Beds and Bucks.

ROLES AND RESPONSIBILITIES:

To be the named adviser for an identified cohort of customers. You will:

- Carry out eligibility checks, initial assessments, banding exercises, and/or personal development/action planning documentation, as required, which meet company quality standards.
- review customer's progress, resetting actions and demonstrating distance travelled. Guiding them through the implications of choices at key transition points and progression into EET.
- regularly follow up and track the customer's current status and record accurately all outcomes, ensuring appropriate evidence is gathered in line with contract claims.
- raise their aspirations, motivation, and self-confidence through identifying and removing barriers.
- use communication and coaching tools and techniques to provide information, advice, guidance to customers with targeted needs on a one-to-one and groups basis via digital and non-digital means within a variety of settings.
- effectively utilise LMI research tools, share knowledge and engage customers with information relating to LMI trends in their chosen careers.
- develop and deliver support sessions to overcome barriers, e.g.: budget planning, travel training, self-awareness etc.
- actively participate in outreach work, including home visiting and use of community partner venues, to identify and support customers in most need of help and support.
- use technology to engage with and support individuals and groups e.g., MS Teams & WhatsApp
- work with the customer's wider support network, enabling them to contribute to the support and progression of the customer.
- developing appropriate partnership networks to improve access to our services for customers in harder to reach groups and ensure inward referral numbers are achieved.
- develop partnerships with a variety of support services, signposting to services to overcome barriers and enable customers to enter and sustain a positive EET outcome.
- communicate effectively and work across the company to maximise the customer journey.
- demonstrate resilience in working with the most vulnerable customers who face multiple complex barriers and intersecting support needs including targeted needs such as SEND, refugee/immigration status etc.

- deliver agreed individual targets relating to both volume and quality in line with contract compliance. Using reports and databases to manage your own caseload. Ensuring good time management and effective use of resources.
- maintain accurate computerised records in a timely manner, optimising the use of ICT, including reports and dashboards.
- engage in impact success measure processes and maintain quality standards appropriate to the post and in line with Ofsted and Matrix Standard.
- gathering customer feedback and case studies through a variety of methods and reviewing service delivery on a regular basis, implementing improvements as required.
- be required to work in various locations in line with business need.
- take an active part in reflective practice, PDR (Performance Development Review) and practice observation (observational framework) as part of your personal development and support programme and take an active ownership of your own CPD (continuous professional development).

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	A	IV	CV
Education			
NVQ 3 in Careers Information Advice and Guidance (E)	✓		✓
Committed to completing a Level 4 or 6 in Careers Information, Advice and Guidance qualification, if a requirement of your contract (E)	✓		✓
Digital Skills – ability to use MS Office including Teams, Word, Excel, PowerPoint, and Outlook, as well as Company Database (Insight), internet, social media, messaging, and smart phone technology (E)	✓	✓	✓
Potential for development – demonstrate the personal, educational, and motivational characteristics required to make best use of CPD. (E)	✓		
High level of communication skills - written, verbal and across digital platforms. Proven ability to communicate effectively in differing contexts and at different levels depending on need. (E)	✓	✓	
Experience & Knowledge			
Able to demonstrate substantial experience of effectively engaging with customers aged (Input age band dependant on role) and providing affective IAG. (E)	✓	✓	
Knowledge and understanding of the barriers and issues affecting unemployed customers, particularly those facing multiple barriers and with complex and intersecting support needs. (E)	✓	✓	✓
Able to demonstrate use of a variety of tools and methods to support customers in reaching their goals. (E)	✓	✓	✓
Proven track record with achieving contractual KPI's. Using reports, dashboards, and caseload trackers. (E)	✓	✓	
Experience of delivering at a high level of quality in relation to customer satisfaction, customer journey and key kite marks e.g. Matrix/Ofsted (E)		✓	
Able to plan, control and monitor own work and time, to meet targets and company objectives whilst working under pressure and to deadlines. (E)	✓	✓	
Willingness and ability to take decisions and to exercise sound judgement, particularly with regard to safeguarding vulnerable customers. (E)		✓	
Ability to research and use LMI data, information, and trends to support customers with their career planning. (E)		✓	
Experienced in identifying and supporting with the removal of specific employment and learning barriers (E)	✓	✓	
Able to develop effective relationships to the benefit of customers. (E)		✓	
Team Requirements			
Able to work pro-actively and make a positive contribution to team priorities and targets. (E)	✓	✓	
Flexibility and willingness to vary and change work schedule and work outside of office hours where necessary. (E)	✓		
Attitude & Values			

Making a difference, by changing and improving, leading, communicating, influencing and people performance. (E)	✓	✓	
Having passion by seeing the bigger picture, self-development, being a team player and collaboration. (E)	✓	✓	
Doing to right thing, by making effective decisions and risk management, building relationships and networking, delivering excellence and creating a sense of belonging.(E)	✓	✓	
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	
Vehicle owner/full driving license holder or able to travel daily to and from various locations around Cambridge, Beds and Bucks (E)	✓	✓	✓