



Job Description

Job title: Trainee Careers Adviser/Careers Adviser

Grade: 4/5 dependent on experience and IAG level

Hours: 30

Location: Hybrid (Home based with frequent travel to Bucks, Beds, Cambridge and Peterborough dependant on location with occasional travel across East of England)

Responsible To: Delivery Manager

JOB SUMMARY:

The careers advisor role will support individuals aged 19+ (or aged 18 and NEET) through providing career information, advice, and guidance (IAG) to our customers engaged with the National Careers Service contract in a variety of settings and locations throughout the area. 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 within Bucks, Beds, Cambs and Peterborough with occasional travel outside of this geographical area.

ROLES AND RESPONSIBILITIES:

1. Providing impartial careers information, advice and guidance to adults.
2. Effectively managing a caseload of customers as defined by annual key performance indicators of which:
 - a. 90% are priority group customers who will access an initial group work/face to face intervention; subsequent face to face interventions are offered where required; digital follow up is encouraged, but only where this is appropriate for customers
 - b. 10% are non-priority customers for whom ongoing support will be offered primarily by digital channels
3. To deliver individual targets relating to both volumes and quality in line with contract compliance, including tracking and monitoring the progress of customers/clients into learning and employment
4. Delivering group information sessions to adults which:
 - a. Complement the DWP's employability and skills agenda
 - b. Adds value to educational courses within colleges and training providers
 - c. Support the ambition of employers to develop and upskill their workforce
5. Establishing and maintaining close working relationships with key partners and stakeholders – e.g. Jobcentre Plus, education and training establishments, charities and community organisations, in order to raise the profile of the National Careers Service and the company.
6. Establishing and maintaining links with local employers for the purpose of identifying sustained employment outcomes

7. To engage in outreach activities to extend the service to customers who may not ordinarily engage with the National Careers Service through our partners
8. To maintain accurate records using the Touchpoint data base to support caseload management of customers.
9. To engage in continual quality improvement processes as defined by Futures and maintain quality standards appropriate to the post working with and updating the requirements of the Matrix Standard.
10. Gathering customer feedback through a variety of channels
11. Flexibility to work across other contracts, as and when required, including delivering careers and employability IAG to young people in schools and colleges.
12. To actively contribute ideas to the company leading to new delivery opportunities.

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 your 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	CV	Iv	C
Education			
NVQ 3 in Careers Information Advice and Guidance (E)	✓		✓
Committed to completing 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)	✓	✓	✓
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)	✓	✓	
Potential for development – demonstrate the personal, educational, and motivational characteristics required to make best use of CPD. (E)	✓		
Skills & Ability			
Able to demonstrate substantial experience of effectively engaging with customers aged 18+ and providing effective 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)	✓	✓	
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)	✓	✓	
Attitude & Values			
Willingness and ability to take decisions and to exercise sound judgement, particularly with regard to safeguarding vulnerable customers. (E)		✓	
Able to develop effective relationships to the benefit of customers. (E)		✓	
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)	✓		
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 to and from various locations across Lincolnshire (E)	✓	✓	✓