**Job Description**

**Job title: Careers Adviser**

**Grade: 3**

**Responsible to: Contract Manager**

**Job Purpose**

To deliver the National Careers Service contract providing careers information, advice and guidance services to adults. Initial face-to-face and/ or digital interventions, offered through a blend of 121 interviews and group sessions , are followed by active, customer-led caseload management, with ongoing support being provided through channels of our customers’ choosing, (including digital support via telephone, email, social media etc.).

**Duties 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:
   1. 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
   2. 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:
   1. Complement the DWP’s employability and skills agenda
   2. Adds value to educational courses within colleges and training providers
   3. 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.

**Company Policy**

* + 1. To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
    2. 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.
    3. To comply with safeguarding requirements in accordance with legislation and policy.
    4. 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.
    5. To undertake any necessary administrative/ICT duties in line with caseload management.
    6. 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.
    7. 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.
    8. To undertake reflective practice, appraisal and practice observation (observational framework) as part of your personal development and support programme.
    9. To perform the above duties and responsibilities in accordance with the job competencies list attached.
    10. Thorough understanding of the importance of confidentiality and data protection.
    11. Responsibility for safeguarding and promoting the welfare of client/customer wherever applicable.

**PERSON SPECIFICATION**

**Post: Careers Adviser**

**Assessment Key**

A = Application Form - Iv = Interview - C = Certificates

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| --- | --- | --- | --- |
| **Method of Assessment** | **A** | **Iv** | **C** |
| **Education/ Ability/ Skills** | | | |
| Minimum NVQ3 in Careers Information Advice and Guidance, with a proven track record of IAG delivery | **\*** |  | **\*** |
| IT Skills – Competent in use of databases, word processing, email, internet and modern mobile devices. | **\*** |  |  |
| **Work Requirements** | | | |
| Understanding of the opportunities structure for adults |  | **\*** |  |
| Good communication skills with a wide range of people | **\*** |  |  |
| Able to prioritise workload, manage time and work in a target driven environment, whilst maintaining quality standards | **\*** | **\*** |  |
| Highly self-motivated, proactive and enthusiastic with a can do attitude |  | **\*** |  |
| Highly competent in customer relationship management, including customer follow ups, tracking and case loading. | **\*** | **\*** |  |
| Experience of effectively delivering a service by digital means; e.g. text, email, telephone, social media. | **\*** | **\*** |  |
| Experienced in maintaining and developing excellent customer service with existing and new partners. | **\*** | **\*** |  |
| **Company Requirements** | | | |
| Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and company policy | **\*** | **\*** |  |
| Reliable and capable of fulfilling the employment contract | **\*** |  |  |
| Committed to be actively engaged in a learning culture, able to demonstrate CPD and the sharing and dissemination of learning and good practice |  | **\*** |  |
| Flexibility to work across the region and contracts as required | **\*** |  |  |
| Car owner and driver (suitable adjustments available for recruits with mobility disabilities – if required) | **\*** |  | **\*** |