

JOB DESCRIPTION

SERVICE:	Skills Development
SECTION:	Lizard Pathways
JOB TITLE:	Employment Adviser DBS Enhanced Disclosure check required for this post
RESPONSIBLE TO:	Team Leader – Restart
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Internal:	Lizard Pathways Manager Team Leader - Restart Delivery Support Officer Lizard Pathways Delivery Team Head of Skills Development CDC Finance Team People Hub Team
External:	Seetec Jobcentre Plus Department of Work & Pensions Restart providers Local Employers

MAIN PURPOSE OF THE JOB:

To deliver high quality Information, Advice and Guidance to eligible participants through the DWP Restart Programme in West Cornwall in order to progress individuals into sustained employment.

To meet targets related to progressing eligible participants into work and providing in work support to ensure that employment is sustainable and long lasting.

KEY TASKS:

Service delivery

- Engage eligible individuals throughout Cornwall who have been unemployed for 12 months or more. Individuals may have multiple barriers to engagement and will require the post holder to adopt outreach and innovative methods to support onto the project.
- Meet, and strive to exceed, personal and team performance targets, including progressions of eligible participants into work, sustained work and customer service standards as stipulated by the Restart contract.
- Progressively manage a caseload of referred participants using a variety of appropriate strategies to help them overcome barriers to gaining employment.
- Deliver Matrix accredited Information Advice & Guidance (IAG) and coordinate individualised packages of support, using SMART principles, to assist participants

to overcome multiple barriers in order for them to progress towards and take up sustained employment and training.

- Support the Employability Trainer to deliver quality motivational, confidence building, employability and vocational skills training to groups of participants, in line with contractual requirements.
- Engage with individuals through remote, lone and outreach working adopting flexible working practices where necessary and to be responsible for own time management agreed through the Team Leader and Lizard Pathways Manager.
- Work closely with the other members of the Lizard Pathways team in order to achieve the contractual targets and best outcomes for the eligible participants.

Relationship management

- Be a motivational adviser to build positive relationships, guide, inspire, challenge, encourage and help individuals obtain sustainable employment.
- Provide tailored support in all aspects of job-search and interview preparation to ensure that participants are matched to the right job that enables them to sustain employment.
- Engage and work with employers and Restart Employer Account Manager to maximise job opportunities.
- Establish strong professional relationships and support participants into employment with maintained monitoring and assistance to help with retention of employment.

Service development

- Represent the project at conferences, employability events seminars and meetings locally.
- Where required, provide appropriate training/guidance to participants to help them master digital technologies, in order for them to engage in guided self-service learning materials and online job vacancies.
- Develop an understanding of specialist signposting services in the local area, building knowledge in areas such as specific disabilities, housing, benefits etc. Knowledge to be applied where appropriate during caseload management.

Technical

- Provide relevant information and support to assist individuals to budget and plan their transition into employment.
- Provide information relating to other additional and eligible provision that participants might access to support their transition to employment and improve the chances of sustainable work.
- Assist senior staff in developing the effectiveness of service delivery.

Leadership & management

- Maintain and develop up to date local labour market knowledge whilst being aware of economic trends and developments that can influence the employment prospects and career paths of individual participants.

Performance reporting & management

- Prioritise and manage own personal caseload including updating project database.

- Maintain all internal files and data in accordance with audit and regulatory requirements and company practices.

Resource management

- Present and complete all paperwork in a clear, accurate and auditable format for the Restart scheme.
- Advise and support the Team Leader in caseload reviews and in any other matters which may assist the delivery of support to eligible participants.

Customer feedback

- Contribute to the accurate completion of customer feedback systems for the Team leader, Lizard Pathways Manager as defined contractually.

KEY RESULT AREAS:

- Compile accurate regular performance returns for the Team Leader and/or Lizard Pathways Manager.
- Maintain high quality customer service standards in order to meet contractual performance targets.
- Maintain accurate database and contact records, files and financial records in compliance with Seetec procedures.
- Manage caseload effectively and efficiently, referring individuals to alternative support where necessary.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.



In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: **April 2021**

Approved by manager:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Skills and Development
SECTION: Lizard Pathways
JOB TITLE: Employment Adviser

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to work independently. • Experience of challenging inappropriate attitudes, behaviour and beliefs. • Experience of providing Initial Assessments, Action Planning and target setting or the equivalent, using strong transferrable skills. • Experience of the labour market supporting people into work or recruiting and retraining. • Experience of working to and meeting customer service standards • Experience of working in a target driven environment. 	<ul style="list-style-type: none"> • Substantial previous experience in Advice and Guidance or equivalent. • Experience of delivering one to one support. • Experience of multi-agency working. • Experience of working with unemployed people within our community. 	<ul style="list-style-type: none"> • Application Form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Level 2 Literacy/numeracy • NVQ3 in Advice and Guidance or working towards with equivalent experience. 	<ul style="list-style-type: none"> • Teaching qualification; Certificate in Education and or PTLLS. 	<ul style="list-style-type: none"> • Application Form / CV • Certification • Interview

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Good interpersonal skills, both with individual participants, families, the team and with external partners and employers. • Sound communication skills both written and verbal. • Ability to mentor and 	<ul style="list-style-type: none"> • Ability to contribute to customer service improvement and methods of feedback. • Competent and confident to engage with customers in a range of innovative ways, including use of modern 	<ul style="list-style-type: none"> • Application Form / CV • Interview

inspire individuals to achieve goals. <ul style="list-style-type: none"> • Adaptable and able to react positively to change. • Motivating, thorough, reliable, diplomatic, people-friendly and compassionate. 	digital technologies.	
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------	--

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Knowledge of social and economic issues in Cornwall. • Knowledge of labour market trends in Cornwall. • Coaching and or Mentoring skills • Microsoft Office (in particular experience of using databases and excel) • Proven ability to manage and prioritise own workload. • Sound organisational and administrative skills. • Thorough understanding of Equality and Diversity, Safeguarding, Sustainability and Data Protection (GDPR) 	<ul style="list-style-type: none"> • Knowledge of generating publicity and awareness for projects. • Proven ability to work one to one with participants in outreach situations. 	<ul style="list-style-type: none"> • Interview

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Access to own vehicle and ability to travel throughout the County. • Enhanced DBS clearance 		<ul style="list-style-type: none"> • Application • Interview