



City of
Stoke-on-Trent

Job Description

Job Title:	Employment Advisor – National Careers Service
Directorate:	Children and Family Services
Section:	Employment, Learning and Skills
Grade	Level 7 (Subject to Review)

Job Purpose

To work within priority neighbourhoods citywide to engage people and provide a personalised support service which provides clients with the skills, motivation and confidence to enable them to move in to suitable sustainable employment or learning and provide an In Work Support Service through a variety of options.

Key Duties / Responsibilities

Strategic Management

- Contributing to provide a Recruitment Service for employers, including an initial sifting of clients
- Responsible for ensuring that large and SME companies are given an effective recruitment service as vacancies arise
- To manage the progression of unemployed residents, from initial assessment, access to training, placements and access into employment.
- To manage, develop and support a caseload of customers, providing encouragement and co-ordination of activities including development planning, effective monitoring and guidance that will ensure progression to employment, with an emphasis on movement toward sustained unsupported employment where appropriate.
- To maintain a caseload and support the most hard to reach and disadvantaged clients into training and employment offering support to beneficiaries accessing the service.
- Excellent time management skills.
- To undertake initial and ongoing assessment of clients' pre-employment support needs in order to formulate development plans which enable clients to achieve their goals.
- To develop and maintain an in-depth knowledge of the local labour market, current benefits systems and entitlements, programme provision of relevant agencies and opportunities pertaining to training and employment access.
- To develop and maintain effective working relationships with training providers and other partner agencies such as Job Centre Plus and other employment agencies.
- To manage and keep up to date case files keeping accurate and comprehensive evidence to support the client journey. Working within a quality framework ensuring that services delivered meet the standards required and contract requirements.
- To pro-actively promote the service by representing the Employment and Skills team at appropriate events and presenting the service aims, objectives and function, enabling awareness and engendering support.

- To build positive relationships with and engage with communities, local resident associations, community groups, contact the hard to reach beneficiaries and encourage engagement.
- To maintain accurate and up to date records and manage information.

Service Quality

- To ensure that customer expectations are managed sensitively, ensuring a positive outcome is made from the job matching process.
- To assess potential beneficiaries' suitability for the programme through face to face interviews to establish their employment history, basic skills, aspirations, skills and training needs.
- To make referrals to other employment projects, including Job Centre Plus and other providers to assist individuals in getting the most appropriate employment support for their needs.
- Responsible for lone working in community venues across the city, managing time effectively to meet set targets and deadlines.
- Responsibility for monitoring bus passes and expenses for customers. Keeping accurate and up to date records and monitoring expenditure to stay within agreed budgets.
- To meet with beneficiaries and training providers on a regular basis to check course and beneficiary progress
- Pay travel and subsistence expenses (where applicable)
- Assist tutors with beneficiary concerns and work to address them, as required
- To work with customers to source appropriate work placements by matching their skill profiles to placement specifications.
- To provide support to customers to match their skills profiles, CVs and previous experience to potential job vacancies (job search).
- To establish and source childcare requirements for beneficiaries needing childcare for the duration of course attendance.
- To assist beneficiaries in the completion of application forms and preparation of CVs together with providing advice and guidance on interview techniques.
- To build and maintain effective working relationships with the beneficiaries, course tutors, Job Centre Plus advisors, Employment and Skills teams and community groups.
- To facilitate and develop group sessions, including CV and interview techniques and job search workshops.
- To have an understanding of Welfare to Work support and in particular ESF funded contracts

Performance

- To ensure that customer support is maintained to a high standard and that progression is recorded appropriately within case files / CRM systems.
- To contribute towards the key output targets required by funders
- To agree with the line manager a personal target for job outcomes, referrals etc.

- To maximise the opportunities for success of the externally funded employment and skills projects.
- To produce weekly performance reports for line manager
- Have the ability to manage stress and deal with sensitive information.

Resource Management

- In conjunction with the City Council core team and implementation team ensure that all expenditure incurred is eligible according to guidelines set out by all funders.
- To keep accurate, factual and comprehensive up to date beneficiary information ensuring that it is stored in accordance with the City Council's policies and the Data Protection Act.
- To ensure that all databases are kept up to date with beneficiary records and information.
- To monitor budget allocation per client.
- To prepare numerical and narrative reports as necessary within the team.

Communications

- To professionally communicate using a language that is understood by the sector.
- To build strong communication links Employment and Skills and other internal teams
- To contribute to the preparation of the team plan as required by line management.
- To attend and actively participate in meetings and working groups to exchange information, promote the service and contribute to the continuous improvement of service provision.
- To ensure that all funders are acknowledged at every opportunity as the funding agency, and to ensure that all marketing materials include the relevant logos.
- To actively promote the work of the team by delivering presentations, attending promotional events and other relevant forums.
- Have experience of partnership working and the ability to advocate on behalf of clients to help them access support and information advice and guidance from other agencies
- To ensure that there is equality of opportunity in service provision.
- To comply with the City Council's Health and Safety policies in relation to the requirements of the post.
- To participate in the City Councils Performance Development (PAR) process.
- To undertake training and development to support your professional development.
- To complete the City Council's induction programme and other mandatory Council training as required.
- To assist in the training of new members of staff.
- To provide employment advice and support to other members of staff within the City Council who require advice for unemployed residents.

- To ensure full compliance to the information security policy and attend all relevant training in relation to information security. You will be required to sign the information governance document to confirm that you are adhering to all related policies.
- To work within the Ixion and Big Lottery Guidance.

Culture

- To develop the City Councils commitment to equal opportunities and to promote non - discriminatory practices in all aspects of work undertaken through the service.
- To undertake other duties as required with the grading and general level of responsibilities of the post.
- To provide customers with high quality advice and guidance support.
- To provide employers with a high quality recruitment service

Key Result Areas

- To contribute towards reaching the job outcome targets for the funders.
- To ensure that the Case Workers team provide clients who are work ready and can fill vacancies identified by the employment team.
- To ensure that all statutory obligations are met within defined timescales.



Person Specification

Job Title: Employment Advisor – National Careers Service
Directorate: Children and Family Services
Section: Employment, Learning and Skills

Minimum Essential Requirements - Evidenced by: a: application form b: test c: interview

	a	b	c
Knowledge			
Educated to Level 4 qualification in Careers advice and guidance	✓		
Detailed knowledge of unemployment issues within the City and the impact this has.			✓
Excellent communication skills with the ability to communicate effectively in one to one and group situations.	✓		✓
Extensive IT knowledge			✓
Experience			
Extensive knowledge of the labour market			✓
Experience with face to face screening of candidates.	✓		✓
The ability to work as a member of a team, including multi-disciplinary working with other professional and external partners.			✓
Relevant previous experience in the employment / recruitment / training / learning field.	✓		✓
Experience working with disadvantaged hard to reach adults and young people	✓		✓
Experience of delivering group sessions and presentations			✓
Skills & Abilities			
Demonstrate excellent organisational skills and ability to manage time, priorities work and meet deadlines.	✓		✓
Demonstrate an ability to perform administrative tasks and complete relevant documents to meet the needs of funding bodies.			✓
Ability to manage and support a caseload and achieve targets for progression ensuring that deadlines and targets are met.	✓		✓
Ability to travel between work locations across the City.			✓
Good level of interpersonal skills to persuade, influence and negotiate with clients to reach the best business solution.	✓		✓
Empathy and belief in the potential of people from disadvantaged groups.			✓
Considers the needs of employers, individual and wider community.			✓
Budgeting skills and able to handle and reconcile cash			✓
Personal Style			
Ability to work on own initiative			✓
Be able to support people in difficult situations without making judgements about them.	✓		✓
Commitment to working in a non-oppressive, anti-discriminatory practice.			✓

Conditions of Service

Job Title:	Employment Advisor – National Careers Service
Directorate:	Children and Family Services
Section:	Employment, Learning and Skills
Grade:	Level 7 (Subject to Review)
Salary:	Full-time post: £23,836 - £26,317 Part-time post: £9,534.40 - £10,526.80

Duration: These are fixed term posts for 12 months.

Working Hours: 1 x 37 hours per week
1 x 14.8 hours (14 hours and 48 minutes) per week.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work.

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness.

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of "unprotected" cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.