

Job Description

Job Title:	Careers Adviser (Part or unqualified)
Group:	National Careers Service
Dept/Project/Service:	Careers
Reports to:	Area Manager
Responsible for:	None
Usual office base:	Specified Area
Grade:	Careers Grade 4

Job Purpose:

Provide Careers Information, Advice and Guidance to adult customers to support them progressing into either a job or learning outcome. Delivering in 1:1 or to group settings, either face to face or via remote delivery. Face to face delivery can be in a range of community, partner, or employer settings whilst remote delivery will be using a range of digital platforms to support customers to make informed career decisions.

Job Objectives:

1. Deliver information, advice and guidance on all matters relating to learning and work, including employment, education, and training, using appropriate resources and tools. Interviewing 1:1 or delivering interactive group workshops to customers to discuss and explore suitable career and/or education options to help achieve their goals including provision of personalised Action Plans.
2. Support contract commitments by achieving a range of set quantitative and qualitative targets; such as number of customer appointments per week and percentage of customers into work and learning outcomes. Using a case load management approach, utilising the customer management system (CRM) effectively; continuing to actively steer the customer journey and actively sourcing and sharing additional work and learning support with customers.

3. Ensure that all delivery evidence is complete and compliant in line with contractual guidelines and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection legislation and guidance.
4. Ensure the service is delivered in line with an Ofsted approach to quality, delivering a high-quality service measured against both internal and external quality frameworks.
5. Maintain meaningful contact with all customers on case load to both support their individual needs and achieve relevant contract progression outcomes using all available interventions including social media, email, SMS. Ensure all interventions are recorded on the management information system (CRM).
6. Follow and operate within corporate guidance with regards to social media policy and brand guidelines for the contract applicable.
7. Identify and develop new business opportunities and partnership networks including negotiating and managing expectations regarding available resource and potential service provision as defined by the National Careers Service contract, with guidance from the Area Manager as appropriate.
8. Commit to Continuous Professional Development (CPD) by fully utilising the vast range training resources available to strive towards professional excellence. Training needs can be identified by the individual, through regular 1:1's, or via observations of practice. Carefully designed CPD sessions are available to cater to individual training needs.
9. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and complete mandatory child protection and/or adult protection safeguarding and prevent training.

Scope:

The National Careers Service is a funded by results contract and it is a fundamental element of a Careers Adviser role to achieve individual financial targets.

Careers Advisers may be required to work in a range of locations and there may be travel involved.

It may be necessary to work outside normal office hours.

It is a requirement to work towards a Level 4 Information Advice and Guidance (IAG) qualification.

This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.

Person Specification:

Knowledge

Essential:

An understanding of and a commitment to equality of opportunity for all
Able to demonstrate Level 2 attainment in Functional Skills
Commercial understanding of meeting contract requirements

Desirable:

Level 3 in Information, Advice & Guidance
A good knowledge of employment, training and personal development opportunities that are available.
Knowledge of evaluation methods and how to measure impact of activities.

Experience

Essential:

Recent experience of working with adults (maybe in a related field), ideally determining need and supporting customer choices
Experience of meeting deadlines and implementing contingency plans where necessary.
Experience of using digital platforms and maintaining accurate records.
Experience of meeting Service Level Agreements (SLAs) or delivering service provision to meet set standards or requirements.

Desirable:

Experience of working in a target driven environment
Experience of Case Load Management, multi-tasking and managing multiple priorities and activities at various stages of completion
Experience of creating and maintaining comprehensive but concise customer records
Experience of communicating to groups and delivering interactive presentations
Experience of cross-functional or matrix working
Experience or understanding of working in a remote or field-based role

Skills

Essential:

Professional and effective communication skills including written and verbal and the ability to relate to a wide range of people and organisations.

High standard of accuracy and attention to detail

Ability to work collaboratively as part of a team.

Methodical with excellent organisational skills to include time management of own work.

Ability to achieve targets.

Excellent IT skills including all Microsoft Office software.

Able to apply a flexible approach to work activities including travel as required to meet business objectives.

Display an open mind and positive attitude to work, colleagues, partners, and customers.

Proactive with excellent problem-solving skills.

Skilled at positively navigating complex conversations, based on different customer needs.

Display a willingness to learn about the world of career information, advice & guidance for adults.

Desirable:

An ability to demonstrate professional curiosity and/or interviewing skills.

Confidence in having used digital and social media in a workplace environment

Ability to negotiate resource and priorities with third parties

Competency Band: 4

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence – creating and leading success	Works with others to provide a reliable, efficient service to internal and external clients/learners	Responds effectively to both changing circumstances and to people with different perspectives
Integrity – supporting and building trust	Delivers on their responsibilities and can usually be relied upon to	Demonstrates an open, unbiased approach and is willing to learn from

	do what they say they will do.	others.
Accountability – delivering and improving	Recognises when services are not being delivered to the required level of quality and takes appropriate action.	Considers and suggests ideas for improvements to deliver results, sharing this feedback with others in a constructive manner.
Collaboration – engaging and partnering	Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders.	Understands how their own behaviour contributes to the sharing of knowledge and ideas.

Job Family: Careers Adviser

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure & Barring Service.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme, and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.

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