

Job Description

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| Job title: | Trainee Digital Careers Adviser |
| Service: | Careers |
| Reports to: | Tele-Digital Manager |
| Usual office base: | Team Valley |
| Grade: | AG6 |

Job purpose:

To provide Careers Information, Advice and guidance to adult and young people through a range of media, predominantly via telephone. Also supporting a high-quality service, booking customers into a diary system for the delivery of the contracts covering North East, Yorkshire and Humber, South East and South West geographical areas. Providing additional support to the Tele-digital Manager and Career Line Team including management information, administrative tasks and promotional activities.

Job objectives:

1. To ensure the booking line element of the service always delivers a high-quality service;
2. Effectively use a variety of office equipment, packages and management information systems; providing reports when requested for other areas of the organisation;
3. Delivering information, advice and guidance when appropriate on all matters relating to learning and work, including employment, education and training in 1:1 or group settings, using appropriate resources and tools;
4. Ensure resources and information sources used are up to date and relevant to the customer needs;
5. 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 attend mandatory child protection and/or adult protection safeguarding and prevent training;
6. Deliver a responsive first point of contact service, delivering Information, advice and guidance where appropriate, ensuring all customer information is recorded correctly on the CRM system.

7. To support customers, make career choices via telephone and other platforms, delivering information, advice and guidance on all matters relating to learning and work. Provide ongoing support activities to ensure the efficient delivery of the contract such as responding to emails and voicemails and identifying resource delivery needs where applicable;
8. Continuously track the customer journey in order to achieve all relevant contractual outcomes using all available interventions including social media, email, SMS. Ensure all interventions are recorded on management information system.
9. Achieve a range of targets and quality measures as decided by the Tele-digital manager.
10. Commit to training and CPD as necessary to support a high standard of delivery of the National careers service.

Scope:

This role will be based in the Contact Centre operation in Team Valley.

The role will support the delivery of the National Careers Service across a variety of aspects of contract delivery, however, will be predominantly focused on the first point of contact service available for adults and young people. Hours of work are 0900-1800 Monday-Friday, this is subject to change in line with client requirements, which could include weekend working and hours of work from 0800-2200.

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.

It is a requirement to work towards a L4 IAG qualification

Person specification:**Knowledge**

Essential

- General standard of education
- An understanding of and a commitment to equality of opportunity for all
- A willingness to undertake professional development and training.
- Recent experience of working with adults in a related field, ideally determining need and supporting customer choices.
- Experience of working in a target driven environment.

Desirable

- An understanding of Career Advice and Guidance or similar services

Experience

Essential:

- Recent Contact Centre experience or experience of using telephony as part of an employed role

Desirable

- Work based experience of digital and social media
- Experience of working in Career Advice and Guidance or similar services

Skills

Essential:

- Excellent customer service skills
- Ability to use a range of office equipment, packages and management information systems
- Effective organisation, administrative and team-working skills
- A commitment to CPD

Desirable

- Ability to effectively research and disseminate information

Competency Band: 4

Key Competencies for the role:

| Our Values | Key Competency 1 | Key Competency 2 |
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| Excellence - Creating and Leading Success | Exhibits enthusiasm and positivity and recognises the importance of being committed and involved | Works with others to improve how to meet the needs of the learners, clients and Careers |
| Integrity - Supporting and Building Trust | Listens and respects views of others, accepting the value of different ideas and ways of working | Delivers on their responsibilities and can usually be relied upon to do what they say they will do |
| Accountability - Delivering and Improving | Recognises when deliverables and/or services are not being delivered to the required level of quality or standard and takes appropriate action | Checks own performance against agreed outcomes, suggests performance improvements or takes corrective action when problems are identified |
| Collaboration - Engaging and Partnering | Displays enthusiasm around goals and activities and adopts a positive approach when interacting with internal and external stakeholders | Understands how their own behaviour contributes to the sharing of knowledge and ideas |

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.

Job Family: Administration

Version Control

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| Version | Final |
| Date | Oct 2019 |
| Next review date | Oct 2020 |
| Doc owner | HR |