Job Description – Careers Adviser (qualified, part qualified or trainee)

Job Title: Careers Adviser (qualified, part qualified or trainee)	**Location:** Delivery in Kent and Sussex*
Reports to: Area Manager	**Salary**: £20,000 – Trainee/unqualified £23,430 - L4 qualified £26,030 – L6 qualified

Job Purpose:

- Provide Careers Information, Advice and Guidance to adults on a range of opportunities, including learning, career paths and employment.
- Provide support to adult customers for a variety of backgrounds, in a range of community and employer settings, or remotely using telephone or video calling.
- Advisers empower customers, enabling them to overcome barriers to progression and make informed career decisions about their futures.
- To work within the National Careers Service team, which is an outcome based contract requiring the ability to work towards and meet individual and team performance targets.

Main duties and responsibilities:

- *Careers Advisers will work across the National Careers Service delivery area for CXK, but within a defined geography. Delivery will be undertaken from a range of venues e.g. Job Centre Plus, libraries, colleges and community settings, or remotely using telephone/video calls. Careers Advisers will need to be confident users of IT and should be flexible, highly organised and display excellent time management skills.

- Deliver clear and unbiased information, advice and guidance (IAG).
- To provide IAG on all matters relating to learning and work, including employment, education and training
- To work with customers in a 1:1 or group setting, using appropriate resources and tools.
- To work with customers in a face-to-face or virtual setting as required.
- Achieve a range of set quantitative and qualitative targets using a case load management approach, and utilising the customer management system (CRM) effectively.
- Identify and engage with priority customer groups to identify barriers to their progression in education, training and employment.
- Support customers to produce a personal careers action plan which is realistic and tailored to their future plans and support needs.
- Determine the most suitable support for a customer and signpost or complete referrals to specialist partners where appropriate, adopting an advocacy role when required.
- Ensure all delivery evidence is complete and compliant in line with contract and quality standards and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection legislation and guidance.
- To complete regular and timely follow up tracking for all customers, in order to provide ongoing support and to achieve all relevant contractual outcomes.
- Tracking should be completed using all available interventions including social media, email, SMS, ensuring all interventions are recorded on management information system.
- Take a proactive and highly visible approach to developing working relationships with other professionals both internal and external, including provision of feedback, agreeing priorities and

reviewing arrangements.

- Work innovatively with partner agencies to develop an effective, multi-agency approach to meet the needs of individuals.
- Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers
- Identify and develop new business opportunities and partnership networks, extending the reach of the service.
- Appropriate use of diagnostic processes and assessment tools.
- To provide labour market, educational, occupational and other local information to enable clients to make informed decisions.
- Develop and maintain a full understanding of government initiatives to help customers to make informed choices on the range of learning and employment opportunities available to them.
- Keep up to date with current and future job demands. This will include the collection and interpretation of labour market information.
- To promote the service and adhere to the company and National Careers Service branding guidelines.
- Create and use accurate and impartial resources to help and support customers
- Be responsible for safeguarding and promoting the welfare of customers
- Take responsibility for own professional development in addition to opportunities offered by CXK
- Adhere to company policies and procedures.
- Develop and maintain personal and professional effectiveness by participation in performance review processes/observations and by attending relevant working groups, training and support activities.
- Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management.
- Careers Advisers will be expected to provide support to the wider National Careers Service and Careers Management team as required. This may include a requirement to support the National Careers Service contact centre, and delivery of virtual information, advice and guidance.
- Trainee Careers Advisers will be expected to complete a programme of study for the Level 4 qualification in Careers Information & Advice. This should be completed within the agreed deadlines and to required standards. All trainees will be required to sign a formal Learning Agreement document.

All appointees will be subject to an enhanced DBS Check.

Signed by Employee: _____

Signed by Line Manager: _____

Person Specification: Careers Adviser (qualified, part qualified or trainee)

	Essential	Desirable
Qualifications and Training		
Qualified Careers Advisers will hold at least a Level 4 qualification in Careers Information & Advice (or equivalent)	x	
Education to at least A level standard (or equivalent)		x
Maths and English GCSE grade C or above (or equivalent)	x	
A commitment to undertaken all necessary training for the role	x	
If the applicant is not qualified to at least Level 4 in Careers Information & Advice, then relevant qualifications in Career Development (below Level 4) or other sectors such as customer service		x
Relevant qualification in Careers Guidance (e.g. LDSS, NVQ Level 4 Advice and Guidance or willingness and ability to work towards a qualification)	x	
Knowledge and Experience		
Some experience of face-to-face work with people in a formal or informal setting.	x	
Experience of working towards targets and KPIs	x	
An awareness of the issues affecting people, particularly the impact of social and economic disadvantage on personal motivation, confidence and ability to progress through education, employment and training		x
Experience of working with people from a diverse range of backgrounds	x	
Experience of managing a caseload of adults/young people to meet targeted outcomes		x
Up to date knowledge of local opportunities including employment and training to aid progression.		x
Experience of using call handling equipment and use of online communication (i.e. Skype/Teams)		x
Ability to build effective and professional relationships with partner agencies and organisations	x	
Experience of and confidence in working with local employers		x
Experience and knowledge to capably and confidently use the internet and IT applications	x	
Efficient data inputting skills that show an attention to detail and an understanding of the impact of this work	x	

Personal Skills and Attributes		
High level of organisational skills with good time management	x	
Ability, willingness and genuine interest to help other people to develop and succeed	x	
Empathy and understanding for other people, and the ability to engage in conversation to understand requirements and goals that other people may have	x	
Ability to work constructively as part of a team and independently	x	
Excellent communication skills and the ability to present to other individuals and groups confidently	x	
Excellent IT skills and confident use of social media and the internet	x	
Ability to build effective and professional working relationships	x	
Ability to build effective and professional relationships with partner agencies and organisations	x	
Ability to work effectively with others in a transparent way, co-operate with colleagues and help the team to achieve its goals	x	
Other		
Car driver with full licence and use of a vehicle for work purposes	x	
Willingness to work evenings and weekends as required from time to time	x	
Access to a reliable internet connection at home and a willingness to use this for work if required	x	
Appropriate space at home to work effectively and uninterrupted if home work was required from time to time	x	