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One Team

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Associate Virtual Careers Adviser (qualified)

Salary: £15.15 per hour

Contract: Flexible Zero Hours Contract

Location: Home-based

Reports to: Area Manager – Customer Service Centre

Job Purpose:

- Provide Careers Information, Advice and Guidance to adults on a range of opportunities, including learning, career paths and employment.
- To respond effectively to all enquiries to the National Careers Service contact centre.
- Provide superior customer service to customers that make contact via telephone, webchat or email ensuring that complete customer satisfaction is achieved at all times
- Provide support to adults and young people for a variety of backgrounds, using telephone, webchat, video calling or e-mail.
- 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.
- Work flexible ad-hoc shifts as agreed with line manager based on mutual availability of hours which are agreed on a month-month basis.

Main duties and responsibilities:

- Work Ad Hoc shifts supporting the National Careers Service team with responding effectively to telephone calls, and emails/web-chat enquiries in a timely fashion, ensuring that the National Careers Service is fully explained, and customers are supported to a high standard.
- To obtain and verify client information and eligibility, ensuring all administrative processes are accurately completed in accordance with policy and procedure.
- Deliver clear and unbiased first-line information and advice to customers, including information about the service in their local area, and access to appointments.
- Accurately assess the need for and deliver or arrange a full careers information, advice and guidance interview if the customer requires this.
- To provide clear and unbiased information, advice or guidance on all matters relating to learning and work, including employment, education and training

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- Achieve a range of set quantitative and qualitative targets using a case load management approach, and utilising the customer management system (CRM) effectively.
- Quickly identify customer requirements and any barriers to progression in education, training and employment.
- Where required, 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.
- 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.
- Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers
- 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

All appointees will be subject to an enhanced DBS Check.

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Person Specification

	Essential	Desirable
Qualifications and Training		
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertake all necessary training for the role	X	
Relevant qualifications in education, training, guidance, counselling, youth and community work, health or social service work or work in the voluntary sector		X
Knowledge and Experience		
Experience of Microsoft products and ability to use them effectively, including Outlook, Excel, Word and PowerPoint	X	
Experience of working in a contact centre environment		X
Experience of direct work with people in a formal or informal setting.	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
Efficient data inputting skills that show an attention to detail and an understanding of the impact of this work	X	
Experience of working towards targets and KPIs	X	
Experience of using call handling equipment and use of online communication (i.e. Skype/Teams)		X
Experience and knowledge to capably and confidently use the internet and IT applications	X	
Personal Skills and Attributes		

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High level of organisational skills, efficient and results orientated with good time management.	X	
Ability to work constructively as part of a team and independently. Creative and driven. Can display innovation .	X	
Ability to build effective and professional relationships with partner agencies and organisations. Transparent and personable. Confident and passionate about inspiring people.	X	
Trustworthy and honest . Can be relied upon to work with integrity to support the wider team's success.	X	
Excellent oral and written communication skills	X	
Ability to effectively evaluate own performance in light of feedback	X	
Flexible and adaptable	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	
A commitment to safeguarding and promoting the welfare of young people and adults	X	
Other		
Full driving licence and use of a vehicle		X
No criminal convictions that would affect the ability to work with children and young people. Appointment subject to an enhanced DBS check.	X	
Willingness to work flexible hours which may include evenings and weekends	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	X	

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