



## **NATIONAL CAREERS SERVICE VACANCIES**

### **CAREERS ADVISERS (Helpline Service)**

**Trainee – to fully qualified candidates considered**

**£22,100 (FTE) - £28,578 (FTE) dependent on prior relevant qualifications.**

**LOCATION: Bracknell**

**HOURS: 37 hours per week full time – covering a range of opening hours:**

- **8am to 8pm weekdays**
- **10am to 6pm some Saturdays / Bank holidays**

**PERMANENT CONTRACT (with part time & flexible working options available)**

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## **Make a difference**

### **Why we need you**

Here at Adviza, we're preparing to expand our careers information and guidance services to provide much-needed support to those affected by the economic impact of the COVID-19 pandemic.

These unprecedented circumstances have forced many people to alter their career and life plans, so our mission of inspiring people to make better decisions that help them progress in learning and work has never been more relevant.

We now need to grow our teams of Careers Advisers to work on our National Careers Service contract, which currently runs until March 2022.

### **Careers Adviser (National Careers Service) Helpline Service**

Our Careers Advisers get to make a positive difference to people's lives. If you're successful applying for this role, you will empower customers, enabling them to overcome barriers to progression. You'll provide information, advice and guidance to adults on a range of opportunities, including learning and career paths and employment.

### **Qualifications**

For these roles ideally we prefer a Level 4 or Level 6 IAG qualification but are willing to consider hiring trainees willing to undertake the qualification.

We're particularly keen to hear from you if you have some experience of working on a payment by results contract and /or have worked to targets and deadlines. You also need to be able to demonstrate that you can work remotely when required, be self-sufficient and manage customer relationships.

### **Where will you work?**

Working mainly from our support centre in Bracknell you will deliver telephone, web, group and face to face information and advice services to customers sometimes within partner venues and other community settings. We will also support you to work from home occasionally when appropriate.

### **Why work for Adviza?**

Work for Adviza and you'll have an opportunity to make a positive difference to people and be a force for good in our user communities. And as you'd expect from a people charity, we look after our own: our commitment to employees has recently resulted in Adviza being awarded the Investor in People Established (Silver) status.

We recognise the importance of work/life balance and as such provide a wide variety of flexible working options. We also offer a competitive benefits plan including pension, and holidays of 25 days, rising to 30 days after 5 years.

### **Interested?**

If you have the right combination of qualifications, outlook and experience, please send your CV with a covering statement explaining why you think you have what it takes to join our team, to: [recruitment@adviza.org.uk](mailto:recruitment@adviza.org.uk) quoting reference 124.

The closing date for applications is **Friday 30<sup>th</sup> October 2020** and we plan to hold Zoom interviews with shortlisted candidates on **Wednesday 4<sup>th</sup> November 2020**. As part of our selection process we may contact you by telephone to find out more about you, so when you apply please ensure you include the best telephone number to contact you on.

**GROW YOUR CAREERS ADVISER CAREER WITH ADVIZA**