

JOB DESCRIPTION
National Careers Service Adviser Level 4 (including Trainee)

JOB TITLE: National Careers Service Adviser	Grade: C
DEPT: Delivery	HOURS: up to 37 hours LOCATION: Various community based locations OR part of the National Careers Service Helpline
REPORTS TO: Team Leader	

Adviza is committed to safeguarding and promoting the welfare of young people and adults and expects all staff and volunteers to share this commitment.

JOB PURPOSE:
<p>Provide information, advice and guidance to Adults on a range of opportunities, including learning, career paths and employment. Advisers empower customers enabling them to overcome barriers to progression. We will track their progress and provide ongoing support into opportunities. To work in accordance with the company's contractual quality and quantitative standards. This is a payment on results contract and requires the ability to work towards performance targets. There is a need to update a data base in real time and produce a typed action plan for customers during the session, so a good level of admin and IT skills are required.</p>
MAIN DUTIES AND RESPONSIBILITIES:
<p>National Careers Service Advisers will work across the National Careers Service delivery areas, 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 could be delivered from our support Centre as part of our National Careers Service Helpline. In general, National Careers Service Advisers work with adults aged 18 plus. Delivery will be face to face, via the web or (over the telephone, if working in our helpline service). Flexibility, time management and organisation skills are crucial.</p> <p>Main duties and responsibilities of a community National Careers Service Adviser</p> <ul style="list-style-type: none"> • To provide and deliver high quality, unbiased and impartial face to face, or telephone based, careers information, advice and guidance, designed to inspire the individual into making better informed career choices. • To achieve outcome targets based on interventions with customers • To provide labour market, educational, occupational and other local information to enable clients to make informed decisions. • Regular and timely tracking of customers to ensure evidence is gathered for outcomes as per the contract requirements.

- Working with priority groups to ensure they achieve their desired outcomes. Engage with these customers to identify barriers to their progression in life, in education, training and ultimately employment. This will include the use of appropriate diagnostic processes and assessment tools.
- Provide referral support to customers to enable them to implement their decisions, including liaising with opportunity providers and adopting an advocacy role when required.
- Enabling customers to manage their career journey by the use of Lifelong Learning Accounts and promoting the use of online tools available on the National Careers Service and Adviza website.
- Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers.
- 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.
- Develop knowledge of various CV writing styles and interview expectations as relevant to local delivery.
- To promote the service and adhere to the company and National Careers Service branding guidelines.
- To be an ambassador for Adviza and the National Careers Service by promoting their services and seeking out new customers.
- To attend, deliver and represent the company at Job Fairs and events across the region.
- Responsible for safeguarding and promoting the welfare of all customers accessing the service.
- Maintaining and regularly updating the database system within agreed timescales to ensure customers records are maintained and contractual requirements fulfilled.
- To undertake relevant CPD as appropriate to maintain your professionalism.
- Develop and maintain personal and professional effectiveness by participation in performance review processes/observation of professional practice and by attending relevant working groups, training and support activities.
- Adhere to company policies and procedures.
- Undertake such other operational duties as may be required from time to time as directed by the Team Leader.

SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)	
Number of employees Managed/supervised (directly)	None
Number of FTE (Full time Equivalents) employees Managed/supervised	None

Budgetary control

None

**National Careers Service Adviser
(Level 4)**

Knowledge/Qualifications:

ESSENTIAL

- Level 3 qualification (A level, BTEC, NVQ level 3 or equivalent).
- Have worked to targets and deadlines ideally in a payment on results contract
- Significant experience of working with adults in either a paid or voluntary capacity
- Appreciation of the key issues which affect vulnerable adults
- Good awareness of local knowledge of educational and employment provision
- Have a good understanding of safeguarding issues
- Have good IT skills and be able to update data bases and produce documents for customers

DESIRABLE

- Experience of working in a payment on results contracts
- Experience of working with JCPs and other community venues
- Previous experience of giving advice and information sessions provided in group settings, CV writing support and/or supporting individuals into employment opportunities

Skills/Abilities:

Good interpersonal skills and the ability to communicate effectively with a range of individuals, groups and organisations

- Good organisation and prioritisation skills
- Able to relate to and build effective working relationships with people from a variety of backgrounds
- To work effectively in a team
- Network, negotiate and advocate effectively
- Manage a caseload and to meet targets and deadlines on a sustained basis.
- Able to work alone, self-manage and self-motivate with the minimum amount of supervision
- Work flexibly and to problem solve
- Type write action plans and to the agreed quality standard
- Ability to use information technology effectively
- Confident in delivering group works and presentations to adults of all ability levels.

Personal Qualities:

- Suitability and aptitude for working with vulnerable adults
- Ability to communicate effectively with all ages, backgrounds and abilities.
- Ability to empathise with people from a variety of backgrounds
- Enthusiastic about working with a range of client groups including those who are disenfranchised, low skilled and disaffected, and those whose first language is not English.
- Ability to adapt to change
- Ability to meet deadlines and achieve quantitative and qualitative targets
- Commitment to continuous improvement and to undertake appropriate qualifications and training as required
- Ability to work with other key professionals and partners at all levels

Special Factors:

- Prepared to work flexible hours including evenings and Saturdays as agreed within the local delivery model.
- Ideally should hold a driving licence and have daily access to a car. Alternatively, must be willing to travel via public transport to meet requirements of the job.
- Share with Adviza, the commitment to safeguarding and promoting the welfare of children young people and adults