

**JOB DESCRIPTION**

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| **Post Title: Employment and Skills Advisor** | **Director/Service/Sector: Employability Team, Learning and Skills Service** | | | | **Office Use** |
| **Grade: 6** | **Workplace: Wansbeck Workspace, Ashington Campus, and Blyth Civic Centre.** The post will be agile, with a hybrid pattern of remote and in office working, including from other NCC sites and community venues throughout Northumberland. There may also be occasional travel to other local authority areas. | | | | **JE ref: 4087**  HRMS ref: |
| **Responsible to: Employability Team Leader** | **Date: 26/07/2021**  **Updated: 13/01/2022** | | | **Manager Level:** NA |  |
| **Job Purpose:** To provide a range of intensive and tailored employment support to help residents in Northumberland – with a focus and specialism on those who are refugees and/or asylum seekers to develop the skills and attributes needed to move into and to retain work.  To secure sustainable good quality job and training outcomes for residents in the Northumberland area.  To achieve targeted programme outcomes as required by the funder.  **Kay Tasks:**   * Deliver information, advice and guidance on all matters relating to learning and work, including employment, education and training in individual or group settings, using appropriate resources and tools. * Provide residents with advice and guidance leading to sustained employment, informed by local labour market needs * Deliver mentoring and additional support to help clients develop skills and attributes that lead to sustainable employment * Provide effective jobsearch and careers information, advice and guidance * Develop and maintain a current working knowledge of the labour market in order to advise residents * Develop networks with those engagement and business support services * Maintain systems to facilitate compliant monitoring, claims, verification and reporting systems. | | | | | |
| **Resources** | Staff | None | | | |
| Finance | | NA | | | |
| Physical | | Recording data using management information systems.  Responsible for security of laptop, mobile phone, mobile broadband & printer. | | | |
| Clients | | Unemployed residents and jobseekers. Training providers, other public sector agencies, voluntary sector organisations, employers, Health and support service providers, general public. | | | |
| **Main duties:**   1. Engage with residents identified by the Refugee and Asylum Seeker Support Team and provide them with individual employment and skills advice and support. Make a triage assessment of participants employment and skills support needs. 2. Work collaboratively with participants to support their progress into employment and skills provision. 3. Directly deliver jobsearch support to help individuals connect with the labour market and secure good quality work. 4. Support residents training and development needs and access mainstream resources and other appropriate support. 5. Develop and maintain a wide knowledge of Local Labour Market Intelligence and opportunities. 6. Collaborate with Council and external business support to understand local labour market needs. 7. Undertake relevant training as required to ensure understanding and the ability to support the needs of the diverse client group. 8. Work collaboratively with partners to ensure best possible outcomes for each client and employer and avoid duplication of service. 9. Provide ongoing support to participants once they move into work to promote sustainable work, progression and financial independence 10. Work with team members and other colleagues to develop good practice materials. 11. Provide accurate management information and statistics, ensure effective caseload and time management, accurate record keeping on paper and electronic based systems as required, and assist in collection and analysis of monitoring information, including client and stakeholder feedback. 12. Ensure all relevant Health & Safety, Safeguarding and Lone Worker policies are followed. 13. Ensure data protection, IT policies and security measures are followed, to ensure integrity of data and client records. 14. Any other duties appropriate for the successful operation of the post.   The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | | |
| **Work Arrangements** | | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | | Job requires travel in and around Northumberland. Must have a valid UK driving licence and must have access to a vehicle for work purposes.  May occasionally require travel to other local authority areas and other regions for training or stakeholder events  37 hours flexi time may involve some occasional out of hours work. Some clients have high levels of emotional stress and demands. | | |

**PERSON SPECIFICATION**

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| **Post Title: Employment and Skills Advisor** | **Director/Service/Sector**: Employability and Skills, Wellbeing and Community Health Services Group | Ref: |
| **Essential** | **Desirable** | **Assess**  **by** |
| **Knowledge and Qualifications** | | |
| Good general level of education to A Level standard or above/equivalent qualification or experience level  NVQ Level 4 in Information Advice & Guidance or equivalent qualification or experience level  Understanding of the barriers to work faced by unemployed jobseekers  Good knowledge of local labour markets and employment trends  Understanding of DWP out-of-work benefits and the wider benefits system  Detailed knowledge of training and employment support services and the infrastructure of multi-agency welfare to work support  Knowledge of funding streams for training / economic development / business support  An understanding of the employment and support needs of people who are refugees and/or asylum seekers | Achieved or working towards **Level 3 Award** in Education and Training (formerly 7303 PTTLS)  Understanding of current national and regional welfare to work policy. |  |
| **Experience** | | |
| Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support.  Experience of delivering outcomes to achieve contract targets in welfare-to-work programmes.  A good track record of placing people into jobs and providing them with in-work support  Experience of working with the target client group, i.e., Jobseekers and residents of deprived areas.  Experience of delivering to the target client groups, individually and in groups  Experience of working with a wide range of public, private, community and voluntary sector and businesses.  Current knowledge of training and employment support provision.  Experience of identifying job vacancies and working with employers | A specialism in working with asylum seekers and refugees.  A specialism in working with people disadvantaged in the labour market (young people, people from minoritised ethnic communities, people aged 50+, people with health conditions etc.).  Extensive relevant experience in careers advice and/or employability  Awareness of current national and regional welfare to work policy |  |
| **Skills and competencies** | | |
| Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support.  Experience of delivering outcomes to achieve contract targets in welfare-to-work programmes.  A good track record of placing people into jobs and providing them with in-work support  Experience of working with the target client group, i.e., Jobseekers and residents of deprived areas.  Experience of delivering to the target client groups, individually and in groups  Experience of working with a wide range of public, private, community and voluntary sector and businesses.  Current knowledge of training and employment support provision.  Experience of identifying job vacancies and working with employers |  |  |
| **Physical, mental and emotional demands** | | |
| Committed, enthusiastic and resilient approach to delivering objectives and a flexible attitude to helping supporting clients and colleagues.  Ability to manage own time, information and resources effectively and efficiently.  Ability to work autonomously without direct supervision, whilst operating within delegated level of responsibility.  A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder.  Clients may be frustrated about being unemployed and display this through aggressive behaviour.  Ability to work at various locations throughout Northumberland and use mobile technology to enable mobile working |  |  |
| **Motivation** | | |
| Self-motivated and capable of responding independently to problems and situations and exercising initiative within the remit of the programmes.  Keen to learn and develop new skills and take on new challenges.  Flexible approach to working, including evenings and weekends as required  Commitment to providing a quality service  Commitment to Continual Professional Development  Strong corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.  Models and encourages high standards of honesty, integrity, openness, and respect for others.  Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated.  Able to work with little direct supervision. |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits