

Job Description

Skills & Employability Adviser

Known as – Employment Coach

Reference:

Date: March 2026

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| Job Family: | Education & Skills/ Skills & Employability |
| Level: | 2 |
| Band: | 6 |
| Career Track: | Technical, Professional, Supervisory |

Job Purpose

The role provides intensive, tailored employment support to out-of-work benefit claimants in Northumberland, helping them develop the skills and attributes needed to move from welfare into sustainable employment. It delivers a programme of guidance, mentoring, and effective jobsearch support informed by local labour-market needs, securing job outcomes for a wide range of jobseekers, including those with physical or mental health conditions. The role works with employers and business advisors to identify recruitment needs, fill vacancies, and create opportunities, while maintaining compliant monitoring, claims, verification, and reporting systems in line with NCC and provider requirements.

Service Purpose

Northumberland Skills delivers education, training and employability provision, including Connect to Work, for residents across the county. The service operates multiple campuses, including specialist centres for construction and welding, ensuring access to industry-standard facilities that support technical and vocational development. With a strong emphasis on community learning, apprenticeships and employment-focused programmes, we equip people with the knowledge, skills and behaviours needed to progress in a competitive labour market. Provision is further strengthened through tailored careers guidance, sector-aligned training and partnerships with key industries. We also offer SEND pathways, ensuring inclusive access to learning and progression into further education and employment .

Duties and Responsibilities

Client Support & Case Management

- Manage a caseload of mandatory and voluntary jobseekers, supporting them to find and sustain work in line with contractual targets.
- Assess clients' employment and skills needs and develop individual action plans to overcome barriers and support progression.
- Provide tailored jobsearch support, including identifying vacancies, CV preparation, applications, interview skills and delivering group sessions.

- Offer in-work support to help clients sustain employment, including advice on workplace issues and better-off calculations.
- Support clients' personal and skills development by identifying training needs and referring to appropriate services or resources.

Employer Engagement & Labour Market Activity

- Maintain strong knowledge of local labour-market opportunities and use this to match clients to suitable jobs.
- Work with employers to identify vacancies, provide recruitment and selection support, pre-screen candidates and organise work placements.
- Develop networks with partners, employers and support services to maximise opportunities and avoid duplication of provision.

Programme Delivery & Resource Management

- Dispense financial support from designated funds to help clients overcome barriers to work, ensuring compliance with financial procedures.
- Maintain current knowledge of local skills provision and refer clients to high-quality, appropriate training.
- Undertake relevant training to maintain understanding of diverse client needs and programme requirements.

Performance, Compliance & Administration

- Meet individual performance targets in line with contractual KPIs.
- Maintain accurate records, management information and monitoring data in line with funder and organisational requirements.
- Ensure compliance with Health & Safety, Lone Working, data protection and IT policies to protect clients and maintain data integrity.

Other Duties

- Undertake any other duties required for the effective operation of LSS employment programmes.

Person Specification

Professional and Technical Requirements

Qualifications

- Good general level of education to A Level standard or equivalent experience.

Skills, Knowledge, Experience

- Understanding of barriers to work for unemployed jobseekers and knowledge of local labour-market trends.
- Understanding of DWP out-of-work benefits and the wider benefits system.
- Detailed knowledge of training and employment support services and multi-agency welfare-to-work provision.
- Knowledge of funding streams for training, economic development, or business support.
- Experience supporting workless people into employment using IAG, action planning, and jobsearch activities.
- Experience achieving outcomes and targets in welfare-to-work programmes.
- Proven track record of placing clients into work and providing in-work support.

- Experience working with jobseekers and residents of deprived areas individually and in groups.
- Experience working with a wide range of public, private, community, and voluntary sector organisations.
- IT literacy suitable for using web-based tracking systems, word processing, and managing electronic records.
- Ability to manage own time, information, and resources effectively while working autonomously.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

Adaptable: You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change

Analytical: You seek and analyse information to inform your decisions, based on the best available evidence.

Catalyst: You are self-motivated to act towards achieving a goal. You are confident using your own initiative to take forward actions

Challenger: You can bring fresh perspective whatever the situation or context. You see other people's views and appreciate that there are many different angles to consider.

Courageous: You are an innovator who tries new approaches. You push yourself to work outside your comfort zone.

Desirable

NVQ Level 4 in Information, Advice & Guidance, with additional relevant qualifications such as the Level 3 Award in Education and Training (or equivalent).

Strong understanding of current national and regional welfare-to-work policy.

Extensive experience in careers advice and employability, including specialism in supporting particular groups (e.g., young people, individuals with health conditions or additional needs), supported by access to own transport for role requirements.