

JOB DESCRIPTION

Post Title: Skills and Employability Triage Adviser	Director/Service/Sector: Education, SEND & Skills/Employability		Office Use
Grade: 6	Workplace:		4642
Responsible to: Business & Integration Manager	Date: June 2026	Manager Level: NA	
Job Purpose: The Triage and Engagement Advisor acts as the first point of contact for all referrals into Supported Employment programmes within the Connect to Work service. The role is responsible for undertaking initial triage, assessing individual needs, and ensuring timely and accurate allocation to the most appropriate provision, primarily SEQF and IPS. Working in partnership with the Connect to Work Strategic Lead, Business Managers, and the wider Triage Team, the post holder will ensure effective navigation into services, maintaining accurate and up-to-date records on relevant CRM systems and contributing to initial support planning prior to programme allocation. The role has a key responsibility for driving referral activity and pipeline development. This includes leading on engagement and outreach activity, delivering regular communication campaigns, and actively utilising social media and other channels to generate a consistent flow of eligible and appropriate referrals to the programme. The post holder will develop and maintain strong relationships with individuals, families, community organisations, referral partners, and employers to strengthen referral pathways and increase awareness of the service. They will adopt a flexible, person-centred approach to support individuals, including those from priority and vulnerable groups, to progress towards employment. The role contributes to service performance, quality, and continuous improvement by monitoring referral activity, engagement levels, and outcomes, ensuring effective processes are in place to maintain a strong and sustainable pipeline of participants			
Resources	Staff	None	
	Finance	Manage an NCC discretionary employment budget of up to £2500 per annual caseload, ensuring the safekeeping, confidentiality & security of council financial resources.	
	Physical	Recording client data using management information systems. Responsible for security of laptop, data, mobile phone, mobile broadband & printer.	

Clients	Residents who are searching for work or who need support to stay in work. Employers, Training providers, Education Providers, NHS Clinical teams, DWP, other public sector agencies, voluntary sector organisations, employers, Health and support service providers, public.
Main duties: The role includes assessing the urgency and complexity of each case to prioritise support, acting as the first point of contact for all referrals into the service, and routing individuals to the correct element of the Connect to Work programme—either SEQF or IPS—based on their needs and circumstances. • Assessing the urgency and complexity of each case to prioritise support, acting as the first point of contact for all referrals into the service, and routing individuals to the correct element of the Connect to Work programme or other support based on their needs and circumstances. • To work closely with residents who are unemployed or employed and require intensive support to progress into employment; conducting initial assessments to evaluate their skills, needs, and barriers to employment • To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability. • To offer a personalised service to meet the long-term outcomes and aspirations of unemployed people including those with learning and/or physical disabilities, sensory impairment, neurological and autism spectrum condition and mental health problems; alongside long term unemployed people and employed residents wanting to access employment and skills support • Deliver employability support including CV's application forms, interview techniques when appropriate or as a rapid response when required • To build relationships with internal colleagues and external partners such as Northumberland Skills, Public Health, Inequalities and Stronger Communities, SEND casework teams, Adult Social Care, Job Centre Plus, NHS Primary Care Teams, VCS partners and Employers to identify and engage suitable participants who may benefit from employment and skills support and provide opportunities for work and or support • To work with referred participants to help prepare for vocational profile activity by identifying skills, experience, current needs and relevant support networks using referral process activity • Direct residents to the most suitable support pathway internally or externally, considering individual circumstances, communicating this effectively with job seekers, explaining the triage process and outlining available options locally and regionally to create a successful employability journey for clients in Northumberland. • To design and develop pre-service engagement activity for jobseekers referred to Northumberland County Council ensuring service registrations are directed to the right provision internally or externally via partners. • To create a good relationship with clients face-to-face, via the telephone or through appropriate media channels to ensure the triage process is undertaken and an assessment is made, then ensuring a seamless transition to necessary support.	

- To be proactive in generating and developing new external relationships whilst maintaining existing relationships for the purpose of jobseekers accessing the service; including those who need additional support to engage.
- Work innovatively on engagement techniques with partners, including local job centres and the third sector groups, to ensure referrals are sustained to achieve programme targets including social media and marketing strategies.
- Produce accessible and engaging communication materials to advertise and recruit suitable referrals and employer partners including social media.
- Update delivery teams on upcoming events, networking groups, utilising shared events calendars, and employer contact record keeping
- To utilise local employer networks including the Northumberland Employability and Skills Network promoting the service to identify appropriate programmes, employment opportunities or routeways to support residents.
- To manage and maintain electronic and paper-based information systems, to ensure all supportive interventions are recorded accurately and in a timely fashion ensuring that all personal data is effectively protected, handled and stored within locally agreed Information Sharing Protocols and complies with Data Protection legislation
- Update client records, providing performance management information, reports and other monitoring requirements ensuring that targets are recorded, and records are accurate and compliant.
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults

Work Arrangements

Transport requirements:

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.

Working patterns:

Working conditions:

37 hours flexi time, may involve some occasional out of hours work. Some clients have high levels of emotional stress and demands.

PERSON SPECIFICATION

Post Title: Skills and Employability Traige Adviser	Director/Service/Sector: Employability Service, Northumberland Skills, Children's Services.	Ref:
Essential	Desirable	Asses s by
Knowledge and Qualifications		
• NVQ Level 4 in Information Advice & Guidance or equivalent qualification or experience level • Understanding of the barriers to work faced by 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 • Experience of successful working in a variety of settings that results in increased referrals from partner organisations. • Experience of working with hard-to reach clients who are experiencing poverty and barriers to sustainable employment to developing a trusted relationship in a limited timescale to fulfil engagement targets. • Knowledge of local employability and support provision and how to maximise its potential through negotiation to benefit clients whilst achieving project targets. • Knowledge of benefit and welfare reform issues so that implications for clients can be assessed and good guidance provided. • Knowledge and experience of developing and implementing procedures and systems. • Experience and knowledge of performance management and monitoring processes used in government funding mechanisms. • Experience and understanding of procedures and processes used within local government. • Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice	• Level 3 Supported Employment Qualification • Understanding of current national and regional welfare to work policy.	

• Ability to understand the process of planning and managing workloads with conflicting demands, to ensure deadlines are met and tasks are complete • Knowledge of how to apply the Equality Act 2010 with a disability service setting		
Experience		
• Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support. • Current knowledge of training and employment support provision. • Demonstrable customer care skills, especially with hard-to-reach customers and a commitment to equality and diversity. • Organisational skills and an ability to prioritise workload and work to tight deadlines. • Good IT Skills including knowledge of Microsoft Office to maintain electronic records with attention to detail using databases and monitoring and recording procedures. •	• Previous experience of delivering a supported employment service • Using Information Advice and Guidance, action planning, job search and other related support. • Relevant experience in careers advice and/or employability •	
Skills and competencies		
• Ability to effectively network and cultivate partnership working with organisations, agencies and employers to maximise opportunities for clients • Ability to negotiate with clients and influence partners to achieve project outcomes. • Ability to collect data and deal with it confidentially and manipulate it for project monitoring. • • Ability to assimilate complex information and produce clear and concise feedback, reports and briefing documents or presentations. • Ability to set and manage priorities working within a team or on own using initiative • Excellent communications including oral, written and advocacy skills.	• Awareness of current national and regional welfare to work policy	

• IT literacy commensurate with the needs of the post particularly in relation to the use of web-based tracking software, word processing and file management. • Understanding of issues / potential barriers relating to people with disabilities and mental health difficulties and their progression into employment. • Knowledge of disability and employment issues. • Can effectively manage time to meet deadlines while maintaining high standards and good organisational skills • Identify risks and develop appropriate strategies to manage the risks including responding appropriately to different and difficult situations.		
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 • Ability to cope with lengthy periods of concentrated mental attention with high levels of work-related pressure. • A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder. • Ability to meet the mobility and geographical requirements of the post		
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.		

• To undertake mandatory training as required including training in the supported employment approach • 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.		
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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