

C & K CAREERS LTD

JOB DESCRIPTION AND PERSON SPECIFICATION

POST: ADULT CAREERS ADVISER

REPORTS TO: DELIVERY MANAGER (WAKEFIELD)

JOB PURPOSE: To provide independent careers information, advice and guidance to clients aged over 18, individually and /or in groups, and assist them to develop and put into practice realistic plans for their educational and career progression.

CORE DUTIES:

1. To plan, organise and deliver flexible programmes of careers guidance to adults individually and in groups. To inform, advice and support clients so that they can identify realistic career goals and plan how to achieve them, meeting both individual and team targets.
2. To provide help and support to enable clients to produce and maintain a 'SMART' action plan that includes agreed personal and occupational targets and the steps that need to be taken to achieve them. To signpost and/or make and receive referrals as appropriate.
3. To treat all clients without bias or prejudice, promoting equality and diversity at all times and in all circumstances. To advocate directly with agencies, institutions and organisations on behalf of clients in order to overcome barriers to progression.
4. To adhere to agreed codes of practice, including those relating to confidentiality and Data Protection. To provide a service that meets the Company's quality and matrix standards and those of any contracts currently being worked on.
5. To contribute to a rota of staff providing group work, guidance appointments and shorter contacts in outreach locations in order to achieve individual and team delivery targets. To cover for colleagues in their absence.
6. To establish and maintain links with relevant public and voluntary sector bodies, employers, employer organisations, training providers and post-16 education institutions in order to provide an effective service, influence education and training provision, gather labour market information, identify outcomes and promote good practice in recruitment, training, employment and education.
7. To contribute to the development and maintenance of a comprehensive, relevant, up to date information system.
8. To maintain and update client records and other confidential information, including online systems and provide statistical information when required.

9. To undertake evaluation and follow-up of services to ensure that standards and targets have been met and outcomes achieved.
10. To encourage and involve customers in the design, delivery and evaluation of all aspects of our services in accordance with policies and procedures.
11. To market and promote C&K Careers as a whole and work with other sections of the Company where appropriate. To represent C&K Careers at committees, forums, working groups and elsewhere.
12. To actively participate in staff development procedures including supervision and appraisal, training and observation.

SUPERVISORY RESPONSIBILITY

None

ADDITIONAL RESPONSIBILITY

To support colleagues who are working towards NVQ and/or new to the team.

ESSENTIAL CRITERIA:

- 1 Qualified to NVQ Level 3/4 in Advice and Guidance
- 2 Capable of demonstrating
 - a) a sound grasp of equality and diversity policies and practice.
 - b) a high level of oral, written, and interpersonal skills, including one to one interview skills.
 - c) a high level of ICT skills, including the ability to update and maintain client records on computer, word process CV, letters and reports and communicate via e-mail and other social media.
 - d) strong commitment to team working and flexibility in order to achieve targets and willingness to work unsocial hours when necessary.
 - e) knowledge of social and financial issues relating to employment, education and training as they affect adults; broad understanding of the labour market.
 - f) good research, planning, decision-making and presentation skills.
 - g) commitment to achieving a high level of customer care and service quality, including supporting customer involvement in design and evaluation of services.

DESIRABLE CRITERIA

- 1 Diploma in Careers Guidance Part 1 or Qualification in Careers Guidance or NVQ3/4 Advice / Guidance. Experience of working in an IAG setting.
- 2 Capable of demonstrating
 - a) previous experience of team working and supporting colleagues
 - b) the ability to plan, organise and deliver training in practical job search skills to individuals and groups.
 - c) the ability to undertake delegated supervisory or management responsibilities from time to time.
- 3 Full driving licence or immediate prospects of acquiring one plus access to a motorised vehicle and willingness to use it for business purposes.ⁱ

ADDITIONAL REQUIREMENTS

The post holder will:

- ensure the Health and Safety of all staff and resources within the post holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.
- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the post holder.
- carry out duties at all times in such a way as to safeguard and promote the welfare of children and young people and vulnerable adults and to follow the company's safeguarding policy and procedures.
- carry out duties at all times in compliance with the Company's Equal Opportunities Policy.
- agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the post holder's role.
- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.

- demonstrate a professional and flexible approach in fulfilling the role.
- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements and guidelines on sharing information with third parties.

ⁱ Please note that for an applicant with a disability which prevents them from acquiring a driving licence, it may be possible to make reasonable adjustments. Also, whilst this appears as a desirable criterion, given the range of locations and flexibility needed, consideration would be given to otherwise suitable applicants without a full driving licence, where there is reasonable scope in the team as a whole to structure workloads to take account of this.