



Job Description

Job Title Careers Adviser

Responsible to Team Manager / Team Leader

Job Purpose

- a. To provide impartial information, advice and guidance with the aim of broadening career horizons, identifying and supporting the personal development needs of individuals. Enabling individuals to make effective decisions and take positive action resulting in progression to education, employment and training.
- b. Lead the delivery of Career Connect contracts, through professional networks to provide a coherent and seamless service.
- c. Manage a caseload/workload to ensure individual and service targets and deadlines are met, whilst maintaining excellent client accounting practices to ensure individual client/customer satisfaction.

Principal Duties and Responsibilities

1. Provide face to face or remotely accessed information, advice and guidance on careers, support to overcome personal and social barriers resulting in improved outcomes of clients/customers.
2. Establish and maintain excellent partner relationships in order meet the needs of service commissioners; these will include individual local authorities, schools, colleges, employers and other providers.
3. Build respectful and trusting relationships with individuals, including with those who face difficulties and disadvantage in their progress through life, learning and work.
4. Undertake assessments of client/customer needs using individual diagnostic approaches and tools, in order to agree action plans with individuals, finding the best ways to help them achieve successful transitions, develop confidence and overcome barriers.
5. Maintain high quality, accurate and up to date records of client and customer interaction and progress using the required Career Connect customer/ client databases. Ensure that contract requirements relating to data recording are met and that record keeping procedures are followed.

6. Undertake research and continually update understanding and knowledge of employment and learning opportunities through local, regional, national and international careers, learning and labour market information. Continuously develop innovative approaches to the delivery of services for clients and commissioners.
7. Undertake regular monitoring and reviews of performance based on client/customer access, progress and satisfaction, and account to a line manager for support and supervision. This will include reflective practice and the collection of customer/ client feedback, developing practice as a result.
8. Maintain excellent communications with managers and peers and contribute to continuous improvement of the Company, through active use of the Career Connect intranet and team briefings.
9. Identify opportunities for business development across the Career Connect charity.

Corporate Duties and Responsibilities

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio, including working in an integrated way across contracts when required.
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with the Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with the Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
5. Promote and maintain the Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
8. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.

This could include working across a range of contracts according to the needs.

Additional Duties and Responsibilities

1. Support a caseload of NEET/At Risk of NEET young people, largely based in the community in North Manchester
2. Act as the lead adviser for the geographical area and support colleagues with their professional practice



Person Spec

Essential Experience, Knowledge, Skills and Abilities

- A. Experience in the delivery of a lead responsibility regarding the provision of high quality services.
- B. Experience of co-ordinating the delivery of specified outcomes and targets in line with Service Level Agreements and contracts.
- C. Ability to produce written outcomes that reflect the guidance process to a consistently high standard.
- D. Experience of taking an active role in developing commissioner relations and sustaining / developing the business through negotiating and influencing appropriate personnel..
- E. Experience of demonstrating innovative approaches and identifying opportunities to promote the business.
- F. A professional qualification to include Dip CG / QCG / QCF Level 6 Diploma / NVQ Level 4 in Advice and Guidance, or alternative as determined by the contract.
- G. A commitment to equal opportunities and experience of effective strategies in relation to this issue.
- H. Knowledge of the range of Government initiatives impacting upon the work of Career Connect and the world of work.