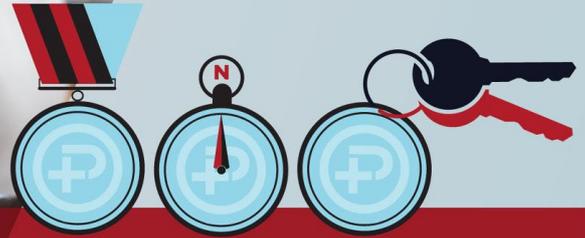


“Making a direct difference to the lives of 1 million people by 2022”



## Job Description

**JOB TITLE:** Employment Advisor

**DEPARTMENT** Employability

**REPORTING TO** Business Manager

**CAREER GROUP** Delivery

**DISCLOSURE LEVEL** Basic

### MAIN PURPOSE OF THE ROLE:

The DWP Restart programme has been designed to support long-term unemployed people (12 months unemployed and claiming benefits) into work. Our Employment Advisor will manage a caseload of Restart Participants, working with them to support progression into sustained employment.

Employment advisors will use a variety of techniques including effective diagnosis, individual and group coaching, maximising on any Participant funding available to achieve sustainable employment. Employment Advisors will deliver our services both in fixed PeoplePlus locations, co-location sites and where appropriate within community venues, to ensure our services are accessible to all.

An Employment Adviser will work towards strict targets and guidelines in accordance with the programme obligations and PeoplePlus process. This is not an exhaustive list and an Employment Adviser will be expected to carry out any other duties as may be specified by their manager from time to time. This profile is non-contractual.

PeoplePlus requires the full commitment and cooperation of its employees to strictly adhere to company policies and procedures, which includes quality standards, data protection, health and safety, diversity and safeguarding.

Support should be tailored to the needs of each Participant but will include identifying barriers into work; developing and regularly reviewing tailored action plans; improving Participants' confidence and job searching skills; and ensuring they are referred to the internal/external support to gain the skills/knowledge/experience needed to secure sustainable employment. Employment Advisors will stay with the Participant throughout their time on programme - until they move into work or 12 months, whichever is earlier - engaging with them on a one-to-one basis at least fortnightly.

Employment Advisors will help source job vacancies and play a crucial role in matching Participants to all available job vacancies and will provide advice and support throughout the whole recruitment process - from initial

application to interview. They will also support Participants in the early stages of work, ensuring they are able to sustain their employment.

Employment Advisors put the customer at the center of everything we do, ensuring they receive a personalised and professional service. As a result, we are looking for Employment Advisors with the knowledge, skillsets, and experience to work with different types of Participants, for example:

Those with a recruitment background to support Participants who are essentially work-ready

People with experience of delivering careers advice and guidance to support those who will need to upskill or retrain to secure sustainable employment

Advisors with experience of supporting people to with significant barriers to employment (e.g., health conditions, criminal convictions, lack of skills/qualifications, caring responsibilities) and coordinating support with internal and external colleagues.

## KEY RESPONSIBILITIES

### Engagement and Diagnosis

Employment Advisers plan for their appointments with Participants to ensure effective use of time, rapport building and an adequate two-way exchange with the Participant. Using a variety of forms and processes such as Participant referral forms, Initial Assessment, Assessment of Readiness to Work & Change, Interview and Engagement. Employment Advisers will identify Participants goals, aspirations, and barriers to employment.

- Provides a good customer service to Participants including meeting and greeting Participants in a professional way.
- Explains our service offering (details of the programme) including ensuring the Participant understands their rights and responsibilities (e.g., complaints & feedback process), whilst registering the Participant in accordance with contractual obligations and eligibility criteria.
- Ensure Initial Assessments focus on getting to know the participant, understanding their motivation for joining the programme (if voluntary participation) and exploration of their aspirations and needs.
- Identifies and utilises various approaches where appropriate such as Better Off Calculations (BOC), visionary goal setting, and applicable financial incentives to sell the benefits of the programme and to adequately diagnose first level barriers.
- Identifies, clarifies, and manages the Participant expectations of the process including data protection, confidentiality, and ground rules of the programme and the relationship to achieve buy-in to the programme.
- Liaises with relevant partners to inform them of Participant registration, to assist with first level and/or deeper level barriers as appropriate.
- Identifies appropriate short and long-term solutions' and interventions as required by the Participant's needs, programme constraints and opportunities.

### Participant Progression

Progression includes in the main sustainable employment but also includes job search skills, strategy, empowerment, and confidence. Employment Advisers identify job ready Participants and progress appropriately.

- Develops and manages Participants job goals using creative techniques and deep level questioning as necessary for the Participants needs, to assist with diagnosis and progression.
- Supports Participants to complete our readiness for work and change assessment at or soon after initial appointment and then quarterly thereafter.
- Utilises readiness for work and change assessment to identify appropriate internal and external provision and support services (e.g., Utilising Route Planner Tool).

- Motivates, encourages, and empowers Participants, identifying barriers, realistic job goals and social training needs, referring as appropriate ensuring Participants understand the full range of support available to them through the programme, including our digital tools and partner interventions.
- Conducts health review (or utilises specialist external provision for Participants with more complex needs) for Participants with health conditions/disability to understand impact on their ability to secure and sustain in work.
- Identifies any in-work adjustments that may need to be made to support Participant's with health conditions and/or disabilities (ideally within the first 6 weeks).
- Develops the Participant's job search strategy and skills by assisting with internet job searching, CV creation (e.g., tailored CVs to job goals), interview techniques and identification of job-related quantifiable skills.
- Three-way reviews following a training intervention, with the Participant and the trainer to ensure outcomes are embedded and captured.
- Undertakes SMART action plans with all Participants ensuring that all soft and hard goal aims are captured, monitored, and developed through contractually derived Participant Action Plans.
- Work with other services through the Participant's journey (ensuring consent is gained first for sharing of information), inviting them where appropriate to support and advise on aspects of their journey e.g., attending in-work meeting to consult with them on in-work plans, ensuring support continues for Participant beyond programme exit etc.
- Ensures all Completers are invited to an Exit Review with their Adviser to review achievements; complete a final Action Plan and agree next steps, e.g., signpost to employment services if work is not secured, ensuring all completed Exit Report are submitted in accordance with contractual guidance.

### **Employer Vacancy Development**

Employment Advisers sell the benefits of PeoplePlus, the programme, or a specific Participant to Employers or internal contacts (e.g., Recruitment Manager) to achieve an interview. They will research the individual Employer assessment process preparing the candidate accordingly. Employment Advisers will manage relationships with Employers, following up with both the Participant and the Employer to ensure a smooth transition and employment.

- Researches and maintains up to date knowledge of the local labour market, employers, and industry sectors.
- Identifies appropriate internal and external contacts to build, develop and maintains relationship as a source of referral of vacancies.
- Sells the benefits of PeoplePlus and specific Participants, preparing those Participants to achieve placements through business development calls and submitting CVs.
- Identifying, recommending, and sourcing employers and vacancies to place participants with and work closely with employers in the region and the PeoplePlus wider Employer Relationship/recruitments teams.
- Makes decisions and advocate on behalf of the Participant under the agreed job search route including initial business development, job and vacancy research, interview preparation and final placement.

### **In work support**

Employment Advisers conduct risk assessments on their Participant to identify the appropriate levels of support required. Employment Advisers mentor Participants through employment maintaining regular contact with the Participant, the Employer, and in some cases the Local Recruitment Consultant.

- Conducts into work meeting to ensure appropriate support is in place to support Participant to commence and sustain in work e.g., childcare. Agree preferred in-work support contact e.g., frequency and method, and in-work action plan.
- Mentors the Participant through new employment, including providing support with general work issues finances and tax credits.
- Provides regular and appropriate calls to Participants and employers if necessary, to ensure retention of the Participant in work and/or in line with agreed working hours and pay.

- Diagnoses and overcomes Participants new and deeper level barriers, troubleshooting any employer issues that may affect sustainable employment.

### Administration & Quality

Employment Advisers ensure accurate and timely recording and review (for completion and completeness) of all Participant details and requirements through every intervention is necessary. Adherence to all administrative requirements of programme delivery is mandatory.

- Provides a service to Participants, Employers, and Partners consistent with the Participant Charter and Service Level Agreements; and the requirements of the programme Quality Improvement plan.
- Ensures all prescribed company process, systems, and ethical standards are always met such as accurate and timely tracking and recording of the Participants journey, referral to internal and external provision, referral to vacancies, all Participant expenditure requirements, and any other programme specific procedures.
- Maintains Participant files and data (paper and database) to 100% accuracy at the first, and every subsequent instance of completion.
- Takes appropriate steps to be agreed in Participant action plans and reviews constantly.
- Follows prescribed filing and data accuracy requirements to ensure the confidentiality of Participant information and a robust audit trail for internal and external review.
- Supporting your Business Manager to review performance and compliance, suggesting actions to address any issues /underperformance or identifying best practice.

### PERSON SPECIFICATION

| Requirement   | Essential | Desirable |
|---|-----------|-----------|
| <b>Education, training and qualifications</b>   | ✓         | ✓         |
| GCSE English Language minimum grade C or equivalent   | ✓         |           |
| IAG qualification at level 4  |           | ✓         |
| <b>Skills, knowledge and abilities</b>  | ✓         | ✓         |
| Technical skills include strong administration skills, good computer/technology skills, basic numeracy skills and good written communication/record keeping skills  | ✓         |           |
| Employment Advisers' attributes include Achievement Orientation, Accuracy Orientation, Advice and Guidance, Challenge and Resilience, Flexibility and Adaptability, Empathy and Empowerment, Honesty and Integrity, Planning and Decision Making, Selling and Influencing, and Team Orientation | ✓         |           |
| Ability to build rapport and maintain effective relationships with both Participants and colleagues   | ✓         |           |
| Strong interpersonal, communication and negotiating skills. Ability to engage and motivate clients from a range of backgrounds, demonstrating clear empathy and credibility   | ✓         |           |
| Ability to mentor and coach individuals to be the best they can be  | ✓         |           |
| Ability to manage a caseload of Participants from diverse backgrounds and needs   | ✓         |           |
| Ability to deliver a Participant journey in conjunction with other professionals and/or services  | ✓         |           |
| Motivational interviewing techniques  | ✓         |           |
| Ability to use various tools to assess Participants' strengths and barriers to employment, and use these to form the basis of a tailored Action Plan  | ✓         |           |

|   |   |   |
|---|---|---|
| Effective problem-solving skills with the ability to identify issues and implement appropriate solutions  | ✓ |   |
| Excellent planning, organisational, administrative and project management skills.   | ✓ |   |
| Well-developed IT skills, including an understanding of computerised Management Information Systems, spreadsheets, diary management, e-mail, Excel, Word, and Case Management/CRM applications.   | ✓ |   |
| Ability to work effectively in a professional team/s.   | ✓ |   |
| Ability to be self-motivated and effectively manage own workload with regards time management and organisations   | ✓ |   |
| Ability to work on own initiative and be accountable for own actions  | ✓ |   |
| Ability to remain positive and be pro-active  | ✓ |   |
| Local labour market knowledge   |   | ✓ |
| Good working knowledge of key national, sub-regional and local organisations and their role in supporting people to move into work e.g., colleges and training providers, housing providers, health and wellbeing providers.  |   | ✓ |
| Experience of working in a performance target driven environment. Examples of such experience <u>may</u> include working as an Employment Adviser on a similar contract, being a Recruitment Consultant or experience of Business Development roles, sales targets in a retail business or call center etc. | ✓ |   |
| Experience of achieving quality and performance targets whilst maintaining high levels of customer service  | ✓ |   |
| Proven experience of undertaking client assessments and action planning; caseload management; managing personal/economic and environmental barriers to progression across varied caseloads; providing advice and guidance; signposting and making referrals to internal and external provision.             |   | ✓ |
| Experience of supporting others through the job searching and recruitment process   |   | ✓ |
| Knowledge of working in and/or the recruitment process of sectors such as Manufacturing, Health and Social Care, Logistics  |   | ✓ |
| Experience of building and maintaining relationships with internal colleagues and external partners to help achieve Participant progression and your own performance targets  |   | ✓ |
| Experience of having supported people with a range of barriers into work e.g. those with health conditions, skills needs, BAME communities, lone parents, those aged 50+  |   | ✓ |

| DEMONSTRATE THE PEOPLEPLUS TRADEMARKS   |   | Essentials | Desirable |
|---|---|------------|-----------|
|  | <b>True North</b> - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.            | ✓          |           |
|  | <b>Own It</b> - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.  | ✓          |           |
|  | <b>Improve to be the best</b> - We want to be the best at what we do for our clients, Participants, service users and learners. That means we have a passion to keep learning and improving. We never accept second best. | ✓          |           |