London Borough of Bexley

Job Reference:

Job Description

Management Grouping: **Place**

Department/Section: **Economic Development and Skills**

Job title: **Employment Advisor (EE)**

Reports to: **Senior Employment Advisor**

Purpose of the job

- Support those who have been out of work for longer periods who might need extra help to move back into employment. The BBE employability team will break down employment barriers that could be holding people back from finding work.

- As an Employment Advisor working on externally funded employability programmes, you will work with adult job seekers who are preparing to move into employment, helping them to identify and address the barriers that make this difficult by providing exemplary case management, including support, advice, advocacy and signposting to relevant services

- You will provide information, advice and guidance and develop and maintain an action plan with each job seeker. You will agree a range of activities with the job seeker to enable and inspire them to achieve sustained employment alongside non-employment progression measures, including improving wellbeing, self-confidence and level of independence.

- Where a contract requires, you will deliver support by using both models of Supported Employment; Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF).

- You will work in partnership with a wide variety of local agencies, partners, employers and colleagues within the team to provide the best support to individuals.

Principal accountabilities

Implementation

- To manage a high volume or complex caseload and deliver the job search process for new and existing clients to support them into sustainable employment ensuring that appropriate evidence is captured.

- To support and motivate clients in their job search activities including, benefits and economic assessments developing realistic individual action plans relating to work and

pre-employment training and offering a range of job search support courses that may increase employability.

- To support local recruitment needs including jobs fairs, employer open days, outreach events, redundancy projects delivered on and off-site.

- To deliver employability support under the IPS and SEQF models to both clients and employers adhering to the Fidelity Scales as set within the Fidelity Assurance System and working to the 'place and train' model to ensure clients job start needs are met.

- To organise and co-ordinate employment interviews and referrals for training as necessary to help individuals access sustainable employment.

- To develop and maintain understanding of Government initiatives around supporting disengaged, socially and economically excluded clients in order to work with colleagues to develop appropriate and effective support to meet Government objectives.

- To develop and deliver workshops covering a range of areas including introduction to the service, CV preparation and maintenance, interview techniques, completing application forms, job clubs and other thematic workshops.

- To work with clients to develop and update their CVs and personal statements to support the job application process and make employer introductions through employer engagement, and support at interview/starting work where appropriate.

- Ensure all paperwork is understood and completed by clients, maintain client files, track activity, monitor and update systems. To audit and monitor client records to ensure accurate tracking and monitoring of client progress, timescales, review dates and specific outcomes including interviews attended and job outputs and sustainability.

- To produce weekly reports on caseload, achievement of outcomes and maintain the correct level of audit material to be able to substantiate reports and evidence claims.

- To protect the personal data to which you will have access in line with GDPR and other relevant legislation.

- To meet set performance targets, continually develop a high level of current industry knowledge and maintain appropriate internal relationships to ensure clients receive the highest level of support.

Organisational Control and Development

- To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

- To ensure that working practices and processes are developed that maximise the use of new and developing technology to ensure efficient and effective delivery of services to residents.

Personal Effectiveness

- To deal promptly with all matters requiring the post holder's personal attention.

- To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of professional skills and knowledge to satisfy the requirements of the post.

- To establish and develop effective working relationships and productive partnerships with all the relevant partners.

- To support occasional out of hours working relating to clients starting work and to support departmental key employability events.

All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

Person Specification

Management Grouping: Place

Department/Section: Economic Development

Job title: Employment Advisor (EE)

Selection Criteria	Essential/ Desirable (E/D)	Selection Method (See Key)
(a) **Education and Formal Training** GCSE education A-C level English & maths or equivalent Appropriate professional qualification or willing to work towards	E E	A
(b) **Relevant Technical Experience and Knowledge** Proven substantial experience of**:** • Working in a recruitment or employment advisory environment having supported individuals to achieve employment goals using client action plans. • A knowledge of the Welfare to Work benefits system. • Using ICT packages - good knowledge of the Windows and Microsoft Office Suite packages together with an ability to understand and use databases. • Organising own caseload and achieving employment outcome targets. • Understanding of issues that make accessing employment difficult and create barriers. • Supporting legislation/best practice, including information security and data protection. • Using different methods of communication to maintain engagement and progress clients into sustainable employment.	E D E E E E E	A/I
c) **Relevant Skills & Abilities** English Language Requirements for Public Sector Workers: • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E	I

Selection method key: I = Interview   A = Application Form   AT = Ability Test
P = Presentation   PE = Practical Exercise

High performance indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Partnership	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations

Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.