

<b>Job title:</b>	<b>Employment Support Advisor</b>
<b>Directorate:</b>	<b>Partnerships &amp; Projects</b>
<b>Date written:</b>	<b>February 2019</b>
<b>Grade:</b>	<b>12</b>
<b>Job code:</b>	<b>5215</b>

### **Purpose of job**

To provide information, guidance, advice and support to help residents reach and sustain their employment and training goals and to support residents to overcome personal barriers that may be stopping them from achieving their ambitions.

Be the main point of contact for any resident accessing EST's services, supporting them throughout their journey into employment and co-ordinating any involvement deemed necessary with internal teams or external agencies.

### **Key duties and responsibilities**

- Based on the geographical area you support, be the main point of contact for referrals made to the team and complete initial assessments of need.
- Develop, deliver and continually assess individual support plans for the customer.
- Co-ordinate support to help break down personal barriers that are prohibiting progress.
- Support customers with developing CVs/cover letters; identifying opportunities for employment and training and assist with the application and interview processes.
- Work closely with the EST Training Co-ordinator to source relevant training.
- Liaise with and signpost customers to external stakeholders/agencies to enhance support on offer.
- Promote access to a wide range of activities including paid work, training, education and volunteering/work experience/apprenticeship programmes.
- Deliver post-employment support to those residents moving into work.
- Manage and monitor own caseload.
- Liaise with the EST Employment Engagement Lead to interface with key local employers and build and maintain good working relationships with recruitment agencies to help match individuals to labour force needs.

- Work effectively across all teams and departments in Radian to ensure that excellent working relationships are developed and maintained with the common goal of providing excellent customer service.
- Keep accurate and up-to-date records of current customers and contacts, ensuring they are relevant and comply with Data Protection legislation and policy and procedures. Record outputs and actions in an accurate and informative manner, as requested.
- Ensure production of timely and accurate information for performance reports both internal and external.
- Utilise customer feedback to improve services, working with the Employment and Training Team.
- The nature of the post requires occasional attendance at evening and weekend events.
- Carry out any other duties appropriate to this post, as necessary or as requested

#### **Knowledge, skills and experience required**

- Demonstrable experience of working in an employment advisory/support role.
- Knowledge of welfare to work/benefits system.
- Evidence of ability to use Microsoft suite of applications.
- Demonstrable experience of providing excellent customer focussed services with a service-orientated outlook and a genuine desire to go the 'extra mile' for customers.
- Experience of building effective professional relationships with both internal and external customers and partners, dealing with them in an approachable, fair and sensitive manner whilst maintaining a professional approach.
- Experience of utilising own initiative.
- Experience of working within a busy, results-orientated and constantly changing environment with the ability to work effectively under pressure.
- Full driving licence and/or ability to travel in a timely and efficient manner to attend meetings, frequently located in areas not covered by public transport.