
JOB DESCRIPTION

Job title: Assistant Employment Adviser

Function: Operations

Reports to: Performance Manager

Salary: £23 - £25K

Location: Bracknell/Reading/High Wycombe/Newbury/Reading or Slough

PURPOSE OF YOUR JOB

As part of the expansion to the existing Work and Health Programme (WHP-JETS), which provides tailored employment support services to individuals, this role will ensure a targeted employment scheme is available to those individuals who have recently been made unemployed as a result of the devastating impact of COVID-19. The scheme will address the barriers to gaining alternative employment with tailored support to enable individuals to achieve and sustain new employment. Achieve targets by working alongside Employment Advisers to support individuals to enter a new suitable job. Be a motivational support to ensure positive engagement of individuals participating with the scheme. Encourage and help individuals prepare for sustainable employment. Be proud to be part of the recovery. The role will involve office and home working.

PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

- Meet, and strive to exceed, personal performance targets (Key Performance Indicators) whilst ensuring quality and compliance measures are met.
- Make initial outbound welcome call to engage customers following a referral to the scheme.
- Sensitively handle any customer concerns about joining the scheme or returning to work.
- Support with initial appointments and customer assessments where need to support progress on the scheme.
- Maintain accurate records within the operating system.
- Support the Employment Adviser to progress customers using a variety of appropriate strategies to help them overcome barriers to gaining employment.
- Deliver a positive experience to new customers, ensuring they engage with the Employment Adviser and the programme.
- Support the achievement of the Customer Service Standards required on the programme.
- Organise and undertake job search/job club activity on a one to one or group basis for example, preparing CV's, support with applications, promoting relevant job opportunities to customers, reverse marketing of customers to employers etc.
- Identify potential barriers restricting the participant moving into employment and ensure the employment adviser is aware in order to provide additional support and agree actions to address.

- Be competent and confident to engage with customers in a range of innovative ways, including use of modern digital technologies.
- Develop an understanding of specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, housing, benefits etc.
- Fully understand the local labour market, to source suitable job opportunities.
- Support the Employer Engagement Team with bulk vacancies and recruitment events.
- Undertake direct marketing to employers using digital media for example email, LinkedIn, Facebook, Twitter etc.
- Support the employment adviser to obtain relevant evidence requirements are met in order to verify job starts.
- Provide necessary pre-employment support, for example travel planning, work wear etc. and maintain ongoing support to customers upon entering employment where required.
- Support with Exit Reports as customers leave the programme.
- Fully comply with company policies including those for personal data security, safeguarding and health and safety.
- Proactively participate in continuous improvement activities to ensure that the service continues to deliver excellent customer service
- Actively and positively promote Kennedy Scott, its vision and values at all times. To include targeted marketing activities such as networking, attendance at events and public relations activity in line with the Kennedy Scott's Marketing Strategy.
- Promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate social responsibility, equal opportunities and diversity as referenced in company policies and standards.
- Work flexibly, which may include occasional evenings and weekends as well as being based in different 'hub' locations when required.
- Responsibility to act on any issues of concern in relation to Safeguarding Adults and Children. This requires adhering to, and acting on, Kennedy Scott's policies and procedures.
- Uphold and comply with GDPR and confidentiality standards.

KNOWLEDGE AND EXPERIENCE

Essential

- GCSE or equivalent in English and Math's at Grade C or above.
- Fully IT literate in using a range of Microsoft Office programmes to include 365 products and modern digital technologies, such as Microsoft Teams and Skype for Business.
- Experience of working in a target driven environment.
- Experience of delivering services to meet contractual and quality standards.



Desirable

- Knowledge of the employability industry.
- Full driving licence to enable deployment across a specified geographical area (region), when required.

BEHAVIOUR / CAPABILITIES

- Excellent interpersonal skills with the ability to work independently and as part of a team.
- Capability to work under pressure, without day to day supervision.
- High level of initiative and motivation with the ability to seek out solutions to problems.
- Confidence to challenge customers in relation to behaviors and attitudes towards gaining employment.
- Ability to carry out the duties of the job with reasonable adjustments when necessary.
- Capability to review evaluate success and identify areas of improvement.
- Accountable for own professional development and to undertake necessary training as identified in the Performance Review process.
- Prepared to work flexibly to meet the needs of the role, including any necessary travel across a regional area.

CORE COMPETENCES

- Will to succeed
- Getting things done
- Customer / service user focus
- Communication
- Persuading and influencing others
- Logical thinking

HOW TO APPLY

Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send you statement along with your CV to teresa.shaw@kennedyscott.co.uk

Job roles will be assigned subject to contract award.