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## JOB DESCRIPTION

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**Job title:** Employment Adviser

**Function:** Operations

**Reports to:** Performance Manager

**Salary:** £25 - £28K

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

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## PURPOSE OF YOUR JOB

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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 with individuals to enter a new suitable job. Be a motivational adviser to build positive relationships, guide, inspire, challenge, encourage and help individuals obtain sustainable employment. Be proud to be part of the recovery. The role will involve both home and office working

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## PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

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- Meet, and strive to exceed, personal performance targets (Key Performance Indicators).
- Progressively manage a caseload of referred 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 you and the programme.
- Achieve the Customer Service Standards required on the programme.
- Facilitate a range of assessments with each individual, using a suite of tools, to fully understand a customer's personal circumstances, ambitions and goals.
- Co-produce personalised tailored Action Plans featuring SMART targeting to enable positive and timely progression.
- Be competent and confident to engage with customers in a range of innovative ways, including use of modern digital technologies.
- Provide tailored support in all aspects of jobsearch and interview preparation to ensure that customers are matched to the right job that enables them to sustain employment.
- Where required, provide appropriate training / guidance to customers to help them master digital technologies, in order for them to engage in guided self-service learning materials and online job vacancies.
- Ensure all relevant evidence requirements are met to verify job starts.
- Fully understand the local labour market, to source suitable job opportunities.
- Undertake direct marketing to employers using digital media for example email, LinkedIn, Facebook, Twitter etc.
- Market specific customers to employers.



- Identify the specific recruitment needs of employers and undertake tailored pre-screens and group assessments.
- Develop relationships with key stakeholders to maximise job opportunities, such as Federation of Small Businesses, Chamber of Commerce, JCP partnership managers
- Maintain hard copy and system-held customer records to the required compliance and quality standards.
- Fully comply with company policies including those for personal data security, safeguarding and health and safety.
- Develop an understanding of specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, housing, benefits etc. Knowledge to be applied where appropriate during caseload management.
- 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.

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## **KNOWLEDGE AND EXPERIENCE**

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### **Essential**

- GCSE or equivalent in English and Maths 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/recruitment industry.
- Full driving licence to enable deployment across a specified geographical area (region), when required.

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## BEHAVIOUR / CAPABILITIES

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- Excellent interpersonal skills with the ability to work independently.
- 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 caseload 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.

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## CORE COMPETENCES

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

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## HOW TO APPLY

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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](mailto:teresa.shaw@kennedyscott.co.uk)

Job roles will be assigned subject to contract award.