
JOB DESCRIPTION

Job title: Self-employed Adviser

Function: Operations

Reports to: Performance Manager

Salary: £25 - £28K

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 develop a business idea into a meaningful income generating business. Achieve targets by working with individuals to create a sustainable self-employed/enterprise venture. Be a motivational adviser to build positive relationships, guide, inspire, challenge, encourage and help individuals obtain sustainable self-employment. Be proud to be part of the recovery.

PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

- Progressively manage a caseload of referred customers who have declared 'self-employment' as a viable employment option, deploying a variety of appropriate strategies to guide them towards business start-up.
- Deliver a positive experience to new customers, ensuring they engage with you and the programme and maintain regular contact as their enterprise develops, ensuring you are on hand to help with issues and questions as they arise
- Facilitate a range of assessments, using a suite of tools, to fully understand a customer's personal circumstances, ambitions and goals and co-produce personalised tailored Action Plans featuring SMART targeting to enable positive and timely progression.
- Deliver technical expertise in all areas of self-employment: including enabling customers to consider self-employment as a viable option for themselves, to helping them create a sustainable income from their self-employment venture.
- Advise customers on all aspects of their journey to become self-employed, including business planning, sourcing financial support from local and national funding pools, marketing, promoting and adhering to government guidelines.
- Ensure the customer is prepared to commence their self-employment by guiding them through the relevant statutory requirements such as UTR number; registration with HMRC, Government Gateway, Companies House etc.
- Advise customers on how to maintain robust and auditable records in relation to their business, and supporting them during ongoing clerical processes, such as completing their tax returns.
- 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.

- Meet, and strive to exceed, personal performance targets (Key Performance Indicators) and required Customer Service Standards.
- Undertake direct marketing to employers using digital media e.g. email, LinkedIn, Facebook, Twitter etc and develop relationships with key stakeholders to maximise opportunities, such as Federation of Small Businesses, Chamber of Commerce, JCP partnership managers.
- Ensure all relevant evidence requirements are met to verify job starts and to maintain hard copy and system-held customer records to the required compliance and quality standards.
- Develop an understanding of specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, housing, benefits etc 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.
- Ensures best practice is adhered to and championed.
- Is prepared to work flexibly to meet the needs of the project, including any necessary travel and overnight stays.
- Accountable for own professional development and undertake necessary training as identified in the Performance Review process.
- To handle personal data in accordance with the organisation's data protection policy.
- Actively participate in, and promote Prevent and the safeguarding of children, young people and vulnerable adults.
- Adhere to the company's policies and procedures always, including Safeguarding, Equal Opportunities, Quality, Health and Safety and IT.
- To undertake any other duties, as required, appropriate to the post.

KNOWLEDGE AND EXPERIENCE

Essential

- Experience of working in a new enterprise creation/development sector.
- Experience of providing self-employment or enterprise guidance to others.
- 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

- Small Firms Enterprise Development initiative (SFEDI) qualification.
- Experience of managing an Independent Trading company.
- Knowledge of the employability industry.

- Experience of working with people in the provision of 'information, advice and guidance'
- Full driving license to enable deployment across a specified geographical area (region), when required.

BEHAVIOUR / CAPABILITIES

- Excellent interpersonal skills with the ability to work independently
- Competent and confident in engage with customers in a range of innovative ways, including the use of modern digital technologies.
- Capability to work under pressure, without day to day supervision
- Fully knowledgeable on Self-Employment matters including legal requirements, best practice, funding opportunities, tax, insurance, marketing and Universal Credit.
- Possess an excellent business sense, specifically in relation to establishing a profitable enterprise.
- 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 an 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.