



**Walsall Council**

## **JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)**

Standard Template

<b>JOB TITLE:</b>	<b>Employment Advisor (YEI Impact Programme)</b>		
<b>GRADE:</b>	G7 (SCP 22-27)	<b>SERVICE AREA:</b>	Housing & Welfare
<b>JOB CODE:</b>	EE154EMPLG7		MHJ
<b>REPORTS TO:</b>	Senior Housing & Welfare Officers	<b>LOCATION:</b>	Various locations including Rivers House
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Evening working will / may be required to fit in with customers' needs</li> <li>• Car mileage allowance is payable</li> <li>• Some home working will be allowed in line with Council procedures</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers</li> </ul>		

### **1. Main purpose of the job role:**

- To support, develop and deliver an effective and responsive employment and skills service
- To provide an information, advice and guidance on employment and skills that complements and adds value to other services
- To delivery information, advice and guidance sessions at outreach venues, such as job clubs, jobs fairs, information sessions, vacancy briefing, apprenticeships events, employability services for jobseekers
- To provide mentoring and coaching to clients to prepare them for the world of work
- To understand the barriers to employment faced by clients and to work with specialist services to address and tackle these barriers in order to support clients into positive outcomes.
- To put in place individual action plans for clients that help meet their future needs and aspirations.
- To support clients in identifying training and/or employment opportunities, including work experience that is appropriate to their aspirations, skills and/or qualifications.
- To manage caseloads of clients and maintain regular contact through telephone, email and in person
- To support clients to prepare for employment opportunities including helping with CV building, compiling application form and preparing for interview, training, tests and examinations.
- To ensure that all unemployed clients receive the support they require irrespective of their unemployment journey by working closely with jobcentre plus, work programme providers, and other such partners.

- To maintain robust partnerships and working relationships with partners organisations and stakeholders i.e. other BC Local Authorities, Jobcentre plus, training providers, Colleges, Work Programme providers
- To network with other professionals / employment advisors to understand their service and draw in best practice to further support clients into positive outcomes.
- To develop information packs and resource tools for use with clients, particularly in relation to advice on job search, web links, job applications, labour market and world of work information.
- To support senior officers with engaging and maintaining close working relationships with local employers and in particular employers in the growth sectors as identified in the Walsall and BC Strategic Plans
- To deliver employment and skills service in outreach venues to target key thematic groups i.e. schools, colleges, jobcentre, probation, police, providers and specialist health services
- To develop information packs for businesses in relation to useful insights into employment law, legislation, and policy and recruitment assistance.
- To Influence and negotiate where possible for (Walsall Works) in relation to job creation, training and employment opportunities with employers, setting in place the required agreements and or arrangements for delivery, with key partners to meet the YEI/ESF funded BC Impact programme.
- To provide assistance with vacancy sourcing and on behalf of employers as instructed by senior officers i.e. job matching to candidates, pre-screening of candidates, application and interview preparation, post-employment and in work retention support.
- To support senior officers to maximise social value and economic benefits in all public contracts through liaison with procuring officers on all major contracts and services.
- To work to performance targets as set by senior officers in relation to achieve positive outcomes.
- To maintain accurate client records, databases and client management information systems.
- To support senior officers if and when the programme is experiencing problems and issues, such as
  - Recommend alternative solutions for consideration
  - Implement agreed solutions where authorised, supporting the delivery to get back on track
  - Work with the responsible officer to make any appropriate changes in delivery
- To support the compilation of monthly performance for the YEI programme within desired timeframes.
- To ensure that project delivery adheres to the eligibility criteria for the YEI programme and that the activity is remains EU compliant.
- To assist senior officers and managers to ensure the overall aims, objectives and priorities for the employment and skills service are met
- To provide accurate briefings and detailed written reports for senior management / colleagues on specific programme activity
- To use all communication methods to promote and market the YEI/ESF funded BC Impact programme
- To actively use social media channels to engage with clients and to market the support and provision
- To deliver a 'Rapid Solutions' based culture which meets the needs of all customers.
- To take responsibility for the delivery of additional duties as reasonably requested by your line manager, commensurate with your grade.

## **2. Role specific duties and accountabilities:**

- To develop/support and promote a strong customer-focused performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council and its members
- Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, 3 reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
- To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with client departments /project coordinators/partners to ensure roles and responsibilities are clearly understood and that the outcomes for the post holder's services are achievable. To provide analyses and reports as appropriate.
- Provide clear, balance and accurate advice and guidance to the senior management team on issues arising within the post holder's areas of responsibility
- The Think Walsall programme aimed to integrate local procurement, training and job creation clauses and provision into all capital and revenue expenditure and contracts. All staff are expected to utilise the processes and techniques available and set out within the Think Walsall Charter, to achieve the best results for the council and its customers.
- Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.
- Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.
- To manage the performance of the service team(s) for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan. To manage the Council's personal development scheme for staff within the post holder's team.
- The post holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs.
- To develop a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.

- To promote the importance and benefits of quality and to lead the continued achievement of quality standards, including; Investors in People and other relevant quality accreditations.
- To ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations/legislation/Council standards.
- To promote/lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working.
- To negotiate and/or manage the financial resources required to support the Business Plan and to manage your delegated service provision within the allocated budget
- To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To restructure services as necessary to ensure resources are deployed to optimal effect.
- To maximise opportunities for external funding in so far as these are compatible with agreed Business Plan and corporate objectives.
- To manage and monitor all service budgets as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management and administration.
- The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required
- This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
- The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.
- To communicate verbally with customer and provide advice and/or information in accurate spoken English

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Ability to work effectively across a range of teams, networks and partnerships	A/I	3
Ability to work to tight and often conflicting deadlines	I	3
Ability to work with minimal supervision	A/I	3
Ability to produce detailed reports, including detailed finance and performance reports	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	A/I	3
Ability to operate flexibly and in a busy team environment	A/I	2
Motivated, resourceful and resilient in a highly pressured environment		
Good presentation and communication skills to build and uphold robust partnerships	A/I	3
Good organisational and time management skills	I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Knowledge of national and regional key issues affecting economic regeneration	A/I	3

Knowledge of skills and employment initiatives, and programmes, and the ability to apply this knowledge at practical levels	I	3
Knowledge of funding opportunities and programmes relevant to economic regeneration i.e. EU funding, with the ability to apply this knowledge and apply for resources etc.	A/I	3
Knowledge of policies and procedures relating to funding and the monitoring of projects / programmes, in particular EU funding	A/I	3
Evidence of continuous professional development (where applicable)	I	2
Experience of working with young people / adults in support of their employability needs	A/I	3
Experience of working in an regeneration environment such as local authority, health authority, dept. for work and pension, housing, voluntary sector or the private sector	A/I	3
Experience of working in a partnership environments to develop and deliver successful regeneration (skills & employment related) projects and programmes	I	3
Evidence of continuous professional development (where applicable)		
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Educated with five GSCEs, hold a L4 or above in IAG (information, advice and guidance) or equivalent qualification and significant experience within the fields of IAG, welfare to work, or employment and skills	A	
Evidence of continued professional development e.g. commitment to studying towards a relevant professional qualification.	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Flexible approach to work including occasional evening meetings	I	2
<b>Prepared by:</b>	Ian Melvin	<b>Date:</b> 7 <sup>th</sup> April 2022