

The project is receiving up to £34 million of funding made up of £17 million European Social Fund and £17 million Youth Employment Initiative, plus match funding of up to £8m from the National Lottery Community Fund and funding from partners



Walsall Council

JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

JOB TITLE:	Employment Advisor		
GRADE:	G7	SERVICE AREA:	Regeneration, Housing and Economy
JOB CODE:	EE154EMPLG7		
REPORTS TO:	Employment and Skill Officer / Programme Manager	LOCATION:	Civic Centre, Across Borough
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Evening working will / may be required to fit in with corporate need • Casual car allowance is payable • Some home working will be allowed in line with Council procedures • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

- To provide an efficient, professional client-focussed employment and skills service to unemployed and inactive residents of Walsall, particularly those who are eligible for support through the Restart Scheme and Black Country Impact programme
- To support the target groups of unemployed local residents of all ages, to prepare for jobs in the labour market
- To meet the expected KPIs in regards to employment outcomes, enrolments and quality standards
- To act as the face of Walsall Council in providing a quality Employment and Skills service.
- To work with clients to ensure they are 'work ready' with the appropriate skills to take up opportunities
- To secure employment opportunities for clients of all ages through a range of activities including working closely with officers who are engaged with employers and organisations in relation to job creation.
- Understand and help to break down the employment and skills barriers faced by local people
- To work with officers and partners to assist in designing and developing a service that support clients into sustainable employment or training that leads to employment.

2. Role specific duties and accountabilities:

- To support, develop and deliver an effective and responsive employment and skills service.
- To carry out appointments on the Restart Scheme and/or Black Country Impact programme in accordance with approved policies and procedures, following the customer journey from enrolment to outcome.

- To provide an information, advice and guidance on employment and skills that complements and adds value to other services provided by external partners ie DWP, training providers.
- To deliver 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 service providers 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 or NEET clients receive the support they require irrespective of their unemployment journey by working closely with DWP, training providers, and other such partners.
- To maintain robust partnerships and working relationships with partners organisations and stakeholders ie other BC Local Authorities, DWP, training providers, colleges, welfare-to-work 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 ie 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 requirements of the Restart Scheme and other programmes.
- To provide assistance with vacancy sourcing and on behalf of employers as instructed by senior officers ie 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.
- 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 Restart Scheme within desired timeframes.
- To ensure that project delivery adheres to the eligibility criteria for the Restart Scheme.
- 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 Walsall Works and the Restart Scheme
- 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.

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.

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JOB TITLE: EMPLOYMENT ADVISOR		GRADE: 7
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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - 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/I	3
Leadership - 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	
Accountability - 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/I	3
Transparency - 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/I	3
Ethical - 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/I	3
Abilities/Skills:		
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Good presentation and communication skills to build and uphold robust partnerships	A/I	3
Good organisational and time management skills	I	2
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
Ability to communicate, written and verbally, dealing with people at all levels	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		
Knowledge/Experience:		
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 ie national and regional 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 DWP funding	A/I	3
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, DWP, housing, voluntary sector or the private sector	A/I	3
Experience of working in a partnership environments to develop and deliver successful regeneration (skills and employment related) projects and programmes.	I	2
Qualification:		
Educated to L4 or above in IAG (information, advice and guidance) or an equivalent level of qualification in a similar discipline and experience within the fields of IAG, welfare to work, or employment and skills would be an advantage	A	
Evidence of continuous professional development (where applicable)		
Other Essential Requirements		
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
Hardworking, self-motivated and enthusiastic approach to work	I	2
Prepared by:	Jane Kaur-Gill	Date: 11 August 2021