

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Employment Adviser – Connect to Work
<b>Grade</b>	6
<b>Service</b>	Employment, Skills and Adult Education Service
<b>Reports to</b>	Delivery Manager
<b>Location</b>	Job Shop and Outreach locations
<b>Job Evaluation Code</b>	D2668D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role / Output

The post holder will be required to:

1. To deliver an effective employment service to clients across the city, within the groups identified by the council
2. To provide a consistent point of contact, support and advice for individual clients, to support them towards and into sustainable employment, including the period after their recruitment. To ensure that clients have opportunity to achieve maximum benefit from the services.
3. To work collaboratively as part of a team to ensure that overall performance targets and outcomes are achieved, most importantly for people into jobs, and to achieve these at an individual level
4. To work closely with the employer engagement team to ensure that matches of clients and jobs are successfully achieved, in order to secure and sustain employment for clients
5. Promote the Employment Team's services in the city, and where appropriate signpost clients to other employment provision

## Main Duties & Key Accountabilities

### Core Knowledge

1. Support each client into meaningful, sustainable, paid employment, as appropriate, taking into consideration guidelines provided by current legislation
2. Manage a caseload of clients and plan activities to ensure that performance targets and outcomes are achieved, and contribute to their achievement at a team level.
3. Generate and receive client referrals, undertake an initial assessment prior to registering the client, produce and agree an individual development and action plan with each client, ensuring that the client fully understands and agrees to the objectives and actions that have been set.

4. Monitor and review the progression of each individual against the objectives and actions set out in their development plan, and maintain regular contact with all registered clients, as required by the appropriate protocols
5. Refer clients to other employment services within the city, if they are more appropriate than registering them for these services
6. Deliver one to one advice, guidance and practical support to clients - including CV writing, job search activity, interview techniques, etc, undertake assessments relating to training, confidence, motivational and wider support services, etc., and deliver or refer as appropriate. Deliver group sessions across these services including job clubs, etc
7. Agree, coordinate and provide post-employment support for clients, to sustain their employment.
8. Work collaboratively within the team to ensure that policies and priorities are met, that the quality of services is maintained through the processes and guidelines designed by the team leader, and that budgets are well managed. Collaborate with other colleagues in Economy & Community to deliver a seamless employment service to clients.
9. Work closely with other services in the Employment Team to ensure that the clients benefit fully from the range of support available, in an appropriate and timely way.
10. Work closely with the employers, agencies and employer engagement officers to ensure that clients and job opportunities are well matched, to achieve effective and sustained employment for clients. Identify, plan and co-ordinate enhanced recruitment activities including Employer Host Days, Job Interview Guarantees, and, specific employer/vacancy targeted provision.
11. Maintain up to date and accurate records of all work with clients, using the case management system. Provide reports, outcome evidence, audit trails and forecasts as required, to enable good caseload management, quality services, contract compliance, and reports to Boards and funders.
12. Ensure that the requirements of the Data Protection Acts are observed, maintain strict client confidentiality, and also work within the service protocols designed for these purposes for the service.
13. Establish and maintain good working relationships with Jobcentre Plus employees, and other relevant partner organisations and service providers. Establish joint working arrangements where appropriate. Promote and raise awareness of the employment services with these organisations, and with clients.
14. Work as part of a centrally based team and deliver appropriate outreach services to enable clients to access services at suitable locations across the city.

Any other duties and responsibilities within the range of the salary grade

## Key relationships

<b>External</b> DWP – Job CentrePlus Prospects WMCA partners Community Hubs/Locations ICB	<b>Internal</b> Adult Education
--	------------------------------------

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	D2668D
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>An in-depth knowledge of supply and demand within the local labour market and an understanding of how to exploit employment opportunities for the benefit of disadvantaged people</li> </ul>	
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of welfare and in work benefits and how they impact on job seekers</li> </ul>	
<ul style="list-style-type: none"> <li>A knowledge and understanding of the multiple disadvantages facing workless people from deprived backgrounds</li> </ul>	
<ul style="list-style-type: none"> <li>A good working knowledge of Human Resource policies, constraints and legislation within the Recruitment and Selection process</li> </ul>	
<ul style="list-style-type: none"> <li>Detailed knowledge of external funding regimes, European Funding, , Jobcentre Plus etc and how they can be applied together to maximise the benefits to clients</li> </ul>	
<ul style="list-style-type: none"> <li>Knowledge of budgetary control procedures within a local authority or similar.</li> </ul>	
<ul style="list-style-type: none"> <li>An awareness of and commitment to equality, diversity and inclusion of opportunities in the context of the labour market.</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>Excellent communication skills, both oral (e.g. representing City Council, making presentations and contributing positively at meetings) and written (e.g. preparing reports)</li> </ul>	
<ul style="list-style-type: none"> <li>Able to communicate effectively at all levels, adapting the style to suit the audience, and disseminate complex information in an easily understood format.</li> </ul>	
<ul style="list-style-type: none"> <li>Proven ability to develop and maintain relationships with a variety of private, public, and community and voluntary sector organisations</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent proven ability to listen, influence and negotiate with clients in a sensitive and supportive manner, to achieve ongoing progress towards employment</li> </ul>	
<ul style="list-style-type: none"> <li>Proven ability to influence and direct colleagues in other organisations to work in partnership in the interests of the employer/client.</li> </ul>	



<ul style="list-style-type: none"> <li>• Able to adopt a multi skilled approach within a team, mentoring and supporting other team members in delivering various services and ensuring that positive benefits and links are across teams</li> </ul>
<ul style="list-style-type: none"> <li>• Able to work with relevant processes and keep client management systems up to date, protect client confidentiality at all times and operate within the Data Protection Acts, guidelines and protocols.</li> </ul>
<ul style="list-style-type: none"> <li>• Able to think creatively and develop imaginative activities to promote the range of services available</li> </ul>
<ul style="list-style-type: none"> <li>• Proven ability to deliver employability training workshops and job search sessions to groups and on a one-to-one basis</li> </ul>
<ul style="list-style-type: none"> <li>• Proven ability to work in a non-judgemental and open manner in order to gain trust and motivate very disadvantaged clients. Able to handle the emotional demands of the work with clients.</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to assess client needs and identify additional support to enhance client opportunities of moving into work</li> </ul>
<ul style="list-style-type: none"> <li>• Able to plan, work on own initiative, manage personal time, set priorities and achieve targets within deadlines. Able to respond flexibly and quickly to urgent client needs</li> </ul>
<ul style="list-style-type: none"> <li>• Able to organise and chair meetings and take minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Able to maintain manual and computer records and record evidence as required by Service policy and procedures</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to work evenings and weekends as required</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to form positive working relationships with other professionals</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Significant and sustained experience of designing and delivering a wide range of provision to help unemployed people return to work, on a 1-1 and/or group basis as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>• Significant experience of working with employers and negotiating solutions for clients, including further training opportunities and post-employment support to enable job retention.</li> </ul>
<ul style="list-style-type: none"> <li>• Significant experience of developing and maintaining partnerships with employers, training providers and other partner organisations</li> </ul>
<ul style="list-style-type: none"> <li>• Significant experience of personal planning, and operating in a team environment, to achieve quality services and personal and team targets.</li> </ul>
<ul style="list-style-type: none"> <li>• Experience or working to agreed guidelines, case management systems and audit trails</li> </ul>
<ul style="list-style-type: none"> <li>• Budget holder experience gained within a local authority or similar.</li> </ul>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• A degree or diploma in social sciences or related field, an NVQ level 3 In IAG, or proven substantial experience related to this area of work</li> </ul>



<b>Special Requirements</b>
<ul style="list-style-type: none"><li>• Undertake regular travel around the city and deliver services at outreach locations</li></ul>
<ul style="list-style-type: none"><li>• Undertake occasional evening and weekend work</li></ul>

<b>Date Created</b>	22/11/2022	<b>Date Reviewed</b>	06/10/2025
---------------------	------------	----------------------	------------