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| Profile Title: | Information, Advice and Guidance Advisor |  BARNSLEY Metropolitan Borough Council | | | |
| Reports to: | Contracts and Projects Manager | | | | |
| Employee Management: | *L3: up to 8 | Grade: | L1: 4 L2: 6 *L3: 7 | Profile Ref: | L1: 120088 L2: 50663 *L3: 127930 |
| | | *L3 Team Leader level is subject to recruitment process and not standard career progression. | | | |

Purpose of the Post

To support the operational delivery of externally funded contracts relating to employability through the delivery of appropriate information advice and guidance activities and interventions as required ensuring all associated contract outcomes and outputs are achieved.

Responsibilities

- Level 1**
- To identify and assess the needs of individual customers and record the results using contract compliant and quality assured mechanisms which provide a baseline from which progress and achievement can be measured.
 - Develop up to date information on a complex range of issues covering numerous agendas, signposting and making appropriate referrals to other departments and organisations as required.
 - Support in the preparation of clear and concise person-centred Action Plans, reviewing on a regular basis, ensuring both qualitative and quantitative data can be extracted.
 - Have some experience of the local labour market to inform planning of or referral to relevant interventions or activities which ensure customers progress into and sustain employment.
 - Facilitate effective and efficient job search activities relevant to the skills and abilities of the individual, their proximity to the labour market and the contract being delivered.
 - Maintaining accurate records and report performance in line with contract and service performance management systems, processes and timelines.
 - To use or develop specific IT packages as directed to record information and produce reports.
 - Carry out audit checks to ensure that all documentation is completed and compliant with all relevant quality or contractual standards and requirements.
 - Support with Planning and delivering relevant, high-quality activities and interventions to individuals and groups ensuring full compatibility with specific contract requirements
 - Participate in and contribute to meetings, development activities, quality assurance interventions or review boards as required.
 - Support, motivate, counsel or direct individuals including those with learning difficulties and disabilities, complex health needs or multiple barriers to employment to engage in relevant activities and interventions which support their progression to work.
 - To undertake tracking of individuals, provide in-work support or undertake other required activities to ensure successful and effective contract delivery

- Liaise and collaborate with internal and external stakeholders, including employers' managers, employees and customers, ensuring information and communication links are maintained and a responsive, quality service delivered

Level 2

- Ensure customers are equipped with the skills, resources and knowledge to meet employers' expectations.
- Have up to date information on a complex range of issues covering numerous agendas, signposting and making appropriate referrals to other departments and organisations as required.
- Plan and deliver relevant, high-quality activities and interventions to individuals and groups ensuring full compatibility with specific contract requirements
- To provide in depth Careers advice and guidance to individuals on the programme taking account of statutory requirements where relevant.

***Level 3**

- Provide specialist support, guidance, training and advice to frontline practitioners with regard to motivating clients to access and engage in education, learning and employment opportunities.
- Provide day to day supervision and management to project staff within the service as directed by the Projects and Contract Manager
- Provide quality assurance of cases / systems to ensure appropriate process are followed and that project targets are achieved and reviewed against performance targets
- Promote and monitor operational aspects of practice within the project, including providing expert advice and knowledge to practitioners, in consultation with the Projects and Contracts Manager
- To prepare and present reports as requested
- Maximise income generation by ensuring project targets, budgets and resources are deployed appropriately.
- Supporting the development and operational implementation of new policies and processes introduced both internally and externally

| Education and Training | Measure | Rank |
|---|---------|------|
| <u>Level 1</u> | | |
| • Minimum Level 3 qualification | A/I | E |
| • Level 2 qualification in English | A/I | E |
| <u>Level 2</u> | | |
| • Minimum Level 4 IAG qualification or equivalent level 4 in a related field | A/I | E |
| • Level 2 qualifications in English | A/I | E |
| • Level 2 Qualification in Maths and ICT | A/I | D |
| <u>*Level 3</u> | | |
| • Minimum Level 4 IAG qualification or equivalent level 4 in a related field | A/I | E |
| • Level 5 management qualification or commitment to achieve this in 12 months | A/I | D |
| Relevant Experience | Measure | Rank |
| <u>Level 1</u> | | |
| • Experience of working with the unemployed. | A/I | E |

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| <ul style="list-style-type: none"> • Some experience of preparing individual Action Plans in the context of skills and employability. | A/I | D |
| <ul style="list-style-type: none"> • Experience of undertaking and utilising a range of assessment approaches and resources to identify an individual's needs. | I | D |
| <ul style="list-style-type: none"> • Experience of providing information and advice relating to education, training, employment, health and welfare. | I | E |
| <ul style="list-style-type: none"> • Experience of using a range of resources and packages to meet the differing requirements of specific contracts | I | E |
| <u>Level 2</u> | | |
| <ul style="list-style-type: none"> • Substantial experience of working with the unemployed with demonstrable experience of their successful progress into or towards employment. | A/I | E |
| <ul style="list-style-type: none"> • Experience of providing information and advice on a wide range of interventions relating to education, training, employment, health and welfare. | A/I | E |
| <ul style="list-style-type: none"> • Experience of preparing individual Action Plans in the context of skills and employability | A/I | E |
| <u>*Level 3</u> | | |
| <ul style="list-style-type: none"> • Substantial experience of outcome related funding and achieving results | A/I | E |
| <ul style="list-style-type: none"> • Experience of providing specialist advice and guidance to other co-workers | A/I | E |
| <ul style="list-style-type: none"> • Substantial experience of implementing and designing processes to administer both internal and external funding streams | A/I | E |
| <ul style="list-style-type: none"> • Experience of implementing quality assurance processes | A/I | E |
| <ul style="list-style-type: none"> • Experience of developing partnerships at an operational level | A/I | E |
| <ul style="list-style-type: none"> • Experience of analysing and interpreting data to make operation decisions | A/I | E |
| <ul style="list-style-type: none"> • Experience of managing and supervising a small team | A/I | E |
| General and Special Knowledge | | Measure |
| | | Rank |
| <u>Level 1</u> | | |
| <ul style="list-style-type: none"> • An understanding of issues around unemployment, welfare to work and current Government initiatives. | I | E |
| <ul style="list-style-type: none"> • A clear understanding of the role of in work support. | I | D |
| <ul style="list-style-type: none"> • Knowledge of support organisations and the services they offer and options available to support unemployed people. | I | D |
| <ul style="list-style-type: none"> • Some knowledge of job search methods and local labour market trends. | I | D |
| <u>Level 2</u> | | |
| <ul style="list-style-type: none"> • A clear understanding of issues around unemployment, welfare to work and current Government initiatives | I | E |
| <ul style="list-style-type: none"> • Knowledge of job search methods and local labour market trends | I | E |
| <u>*Level 3</u> | | |
| <ul style="list-style-type: none"> • Substantial knowledge of outcome related funding programmes and the evidence requirements | I | E |
| <ul style="list-style-type: none"> • Substantial knowledge of welfare to work and government initiatives | I | E |
| <ul style="list-style-type: none"> • Substantial knowledge of local employment support, welfare and education and skills providers within the area | I | E |
| <ul style="list-style-type: none"> • Knowledge of client management systems and interpreting data from them | I | E |
| <ul style="list-style-type: none"> • Knowledge of the key BMBC policies and procedures relevant to managing a project team | I | E |

| Skills and Abilities | Measure | Rank |
|--|--|---|
| <p><u>Level 1</u></p> <ul style="list-style-type: none"> • Ability to deal sensitively with people and have a positive approach to overcoming people's real and perceived barriers and limited self-beliefs to enable them to progress and achieve • Support in the implementation of Individual Action Plans which result in progress in or towards employment and the achievement of individual goals. • Able to communicate with, establish and maintain relationships with willing and reluctant customers from a range of backgrounds and abilities. • Ability to communicate with a range of internal and external stakeholders effectively, maintaining close links and working relationships • Good level of IT skills and ability to update and maintain accurate records • Ability to meet deadlines, work calmly under pressure and adjust to changes in contract requirements. <p><u>Level 2</u></p> <ul style="list-style-type: none"> • Able to produce, effectively implement and review clear and concise Individual Action Plans which result in progress in or towards employment and the achievement of individual goals • Ability to use initiative without the need for regular supervision <p><u>*Level 3</u></p> <ul style="list-style-type: none"> • Ability to influence and negotiate with a range of internal and external stakeholder • Ability to motivate and lead a team to achieve project outcomes • Ability to manage conflict and resolve difficult situations • Ability to work under pressure to meet project deadlines • Ability to communicate effectively with other leaders and managers at a senior level • Ability to lead and manage a small team | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> | <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| <p>Additional Requirements</p> | <p>Measure</p> | <p>Rank</p> |
| <ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. • Willing to work flexibly in accordance within policies and procedures to meet the operational needs of the council and its associated contracts. • Work in accordance with the council's vision, priorities, values and behaviours. • Able to undertake any travel in connection with the post. | <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |