

JOB ROLE DESCRIPTION

1. POSITION DETAILS

Position Title	Restart Advisor
Reports to (title)	Team Leader

2. PURPOSE

The Restart advisor (RA) is a pivotal role in supporting our participants who have been out of work for at least 12 months, to find sustainable employment. The RA will be integral in understanding and supporting participants needs to support a swift return to the labour market. This will include close working and liaison with multiple internal and external stakeholders, to provide tailored support to each participant.

The RA will manage a caseload of participants, ensuring they are supported and challenged appropriately to move towards lasting and meaningful employment. Following a diagnostic assessment, they will work through a comprehensive action plan with the participant to give them additional skills, identify transferrable skills and capabilities and building their confidence to return to sustainable employment.

3. DUTIES

- Building effective and positive relationships with participants, working collaboratively and challenging them to identify and overcome any potential barriers preventing them from returning to work.
- Conducting a diagnostics assessment with all referred participants to assess job readiness and the appropriate level of support required on the customer journey throughout time on programme.
- Partnering with the participant to create a comprehensive action plan to identify appropriate career opportunities, identify any employment related barriers and the actions required to progress towards sustainable employment.
- Understanding the internal and external information, advice and guidance available to support participants with debt concerns, mental health conditions or career coaching and signposting as required.
- Ensuring that participants have an up to date and professional CV and, supporting statement and covering letter, tailored appropriately for each application.
- Providing job search support, guiding participants to register on appropriate jobs boards and ensuring their digital profiles are up to date and visible to employers.
- Providing industry specific training and development, based on relevant sector experience, for example retail / manufacturing / contact centre.
- Working in partnership with the internal Employer Services team and relevant external employment support services to identify appropriate job opportunities.
- Supporting participants in preparing for job interviews, conducting mock interviews and assessment activity.
- To ensure clients have access to workshop / I-Works options based on individual diagnostics and tailored support (inc. health, mental health, transferable skills, job searching, cv writing, interview skills).
- To work with pace and urgency – planning and forecasting ahead and discussing next steps on a weekly / monthly basis.
- Meet and exceed all monthly performance targets and Key Performance Indicators, seeking feedback and input to continuously improve and deliver strong outcomes for our participants and commissioners.
- To maintain quality client records on the database so that they outline the client's journey on the programme.

- Ensuring that all required entry to the Ingeus database is accurate and contractually compliant and documentation relating to the participant is completed and maintained in an accurate, compliant, timely and respectful manner.

4. COMPETENCIES & QUALIFICATIONS

Competencies

- Experience of working in a fast paced, evolving environment with the ability to manage multiple priorities.
- Experience of working in a performance target driven environment, such as business to business sales or equivalent.
- An adept communicator with the ability to persuade, influence and listen to others.
- Ability to be flexible, open, and creative in problem solving.
- Ability to build rapport quickly and adapt to client needs and communication to inspire, motivate and challenge participants.
- Knowledge of the labour market, wider provision, and stakeholders local to the area in which you are applying.
- Able to effectively network to build and maintain effective relationships internally and externally.
- High level digital literacy skills, and data accuracy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies.
- Excellent organisational skills with a demonstrated ability to manage a busy schedule/workload under pressure.
- A strong commitment to personal and professional ongoing development
- Ability to follow and comply with contractual requirements alongside the ability to understand and adhere to GDPR.
- A values led individual who always leads by example.

Qualifications

- Level 2 qualification (including English and Maths) and relevant competencies/experience.

5. INFORMATION SECURITY

Ensure the operation complies with Ingeus' policies relating to Information Security and Data protection, specifically to:

- Protect all information assets from unauthorised access, disclosure, modification, destruction & interference.
- Treat the security of all information assets according to their designated information security classification.
- Ensure that they only access information assets that they are authorised to do so.
- Adhere to the procedure for reporting any security weakness or event.
- Commit to, and participate in, personal development of information security awareness and knowledge.
- Comply with all laws and contractual obligations regarding the protection of data.