

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO8-1802	Grade H
-------------------	-----------------------------	----------------------------	------------------	----------------

Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant, practical experience working as part of team to meet service standards, targets and deadlines Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically.

	<p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Education & Employment Adviser	
Role profile family:	Community Engagement	
Role profile number and grade:	CE08-1802	Grade H
Number of posts:	3	
Service/Team:	Employment & Skills	
Reports to:	Employment & Skills Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to service users, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function Context

The Employment and Skills service supports the development of a diverse, highly skilled and competitive workforce in the county that meets the needs of employers both now and in the future. The service focuses on developing an inclusive economy; works with the Local Enterprise Partnership to deliver the Wiltshire Education, Employment and Skills Strategy; and engages with businesses to provide more opportunities to upskill the workforce and improve employability.

The Employment and skills service deliver the following:

- Education, Employment and Skills Board meetings
- Care Leaver steering group
- Support to SWLEP skills and talent group
- Building Bridges Programme
- Higher Futures skills service
- Higher Education Plan
- Apprenticeship growth activities
- Skills for inclusion
- Skills provider engagement
- Employer and military engagement
- Careers Education, Information, Advice and Guidance

- Careers Hub

The service is key to ensuring co-ordination of activity aimed at driving/accelerating economic growth and supporting people to benefit from the opportunities of economic growth as well as increasing social inclusion and reducing disadvantage. It also facilitates linkages between the SWLEP's Strategic Economic Plan and European Structural Investment Funds Strategy with the priorities in the Council's Business Plan and the wider inclusion agenda to ensure opportunities are maximised.

The service is key to ensuring co-ordination of activity aimed at driving/accelerating economic growth and supporting people to benefit from the opportunities of economic growth as well as increasing social inclusion and reducing disadvantage. Sitting within the Education and Skills directorate ensures a cohesive service is provided to schools, maximising opportunities for collaboration.

We have a statutory responsibility to track young people's participation in education, employment and training through the September Guarantee and provide ongoing information and advice until they have secured a positive education or employment outcome at age 16 up until their 18th birthday.

Job Purpose

The main purpose of the job is to track and record young people's education and employment destinations post 16 and work with young people who are not in education or employment to assess their needs and offer ongoing advice, guidance and support; including help to overcome any barriers to learning and achievement; referring to suitable local provision and seeking advice from other professionals as necessary.

The role requires that the information needs of young people who are not in education or employment are met. Including providing information on apprenticeships, learning and personal development opportunities, enabling them to make informed choices and decisions. By working with the wider Employment & Skills team and sharing information to young people through various methods of communication.

A substantial part of the role will be to track young people throughout the year until they are in a confirmed positive post 16 destination up until their 18th birthday. This will include gaining information from other services such as SEND, Youth Offending, Children in Care Teams; cold calling young people the Local Authority is out of touch with. This will include some evening telephone tracking.

Specific duties and responsibilities include:

Making use of various methods of communication via digital platforms, phone calls, text, email, letters and door knocking.

Provide some face to face, drop-ins and job clubs from a defined geographical area for those young people who are not in education or employment, who aren't engaged with other services such as Looked After Personal Advisers, SEND Lead Workers and Youth Offending Teams.

Provide close and effective working relationships with key agencies to facilitate a co-ordinated response to the needs of vulnerable young people for example with ESIF projects to help young people in removing barriers that present them from participating in education or employment.

Assist young people to develop progression plans, which help to remove barriers to learning and achievement where these exist, reviewing these plans at regular intervals and to offer support in implementing the plans, including placement into employment or training. These will support a young person in identifying where they are now, where they want to be and what actions need to be taken to get them engaged in education or employment.

Provide advice, guidance and encouragement to young people, using sensitive communication skills to engage the hardest to reach individuals and support them to engage with learning, achieve new skills and work towards employment. Demonstrating excellent communication skills and perseverance with young people, leading to positive and impactful interactions with young people to motivate and engage them into suitable provision.

Organise and be responsible for a caseload of young people to both track and support.

Refer young people to other professionals and agencies including specialist services as appropriate.

Maintain excellent knowledge of suitable education and employment provision.

Enable young people to access personal development activities including mentoring, volunteering, work experience and other activities programmes, liaising appropriately with other agencies including the voluntary and community sector.

Advocate on behalf of young people when working with other professionals, agencies and opportunity providers.

Work with parents and carers to encourage their involvement to support young people.

Contribute to the monitoring and evaluation of the service for example by getting feedback from young people on the service and reflecting and making recommendations where systems could be improved.

Monitor, record and maintain accurate records on a management information system. Ensure compliance with all relevant legislation and best practice including recording and using data in line with Wiltshire Council's Information and Security requirements and GDPR.

Actively involved in training opportunities and team development.

Specific requirements for this post:

- A willingness to undertake an Information, Advice & Guidance qualification if given the opportunity.
- Occasional evening working and weekends may be required.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to Level 4 or equivalent in information, advice and guidance, education, social care or youth work.
- Experience of working with young people within social care, health or education e.g. Teaching, Youth and Community Work, Careers Guidance, Social Work, Youth Offending Teams and work with young people in the voluntary sector
- Good knowledge and understanding of the educational system, educational developments and learning opportunities for young people
- Good understanding of the issues and requirements involved in developing young people's employability skills
- Proven ability in using own initiative to plan and prioritise workload
- Understanding of equal opportunities legislation and how to apply this to work proactively with young people
- Excellent knowledge of issues regarding safeguarding, equality and diversity, prevent, health & safety
- Effective communication, written and oral
- Able to demonstrate personal responsibility, self-reliance and accountability
- Flexible approach to work and receptive to change
- Strong ICT skills including Microsoft Office suite.
- Fluent in English

Desirable

- Information Advice & Guidance qualification level 3 or above
- Familiar with the use of social media.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification

<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input checked="" type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
<p>This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check</p>	<input type="checkbox"/>

This role is not subject to a BPSS check	<input checked="" type="checkbox"/>
--	-------------------------------------

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>