

WORKING CHANCE JOB DESCRIPTION

Job title: Employment Advisor
Responsible to: Head of Strategic Partnerships
Location: Islington, London

PURPOSE OF ROLE

Alongside our other Employment Advisors, the purpose of this role is to help our clients (the women we support) to find work that fits their skills and aspirations and that helps them build the life they want.

MAIN DUTIES

Clients

- Hold a caseload of clients who are either looking for work or who are in a job and looking to move.
- Work with each client to understand their skills, strengths, work experience and aspiration (they are likely to have already received careers coaching earlier in their journey through our service).
- Discuss with clients all vacancies we have, with employers whom we have a formal relationship and a Service Level Agreement (SLA), to inspire and empower clients to think more broadly and to maximise their skillset.
- Support clients to apply for vacancies with these employers where there is a potential match, helping them to create a tailored CV, write a supporting statement where needed and prepare for interview.
- Advise clients on how to find suitable vacancies if we do not have one that is a good match for them (e.g. in terms of the nature of the role, the remuneration or the location).
- Support clients to explore paid/voluntary roles, apprenticeships, internships and traineeships where appropriate.
- Support clients to apply for vacancies they have found themselves.

Employers

- Develop an excellent understanding of employers we have SLAs with, including: what they do, their sector and their work culture, what specific roles entail, the benefits and 'selling points' of working for that employer. This helps the Employment Advisor to advocate for the company and their roles to clients so that the client can make an informed decision about whether they wish to be put forward for a specific role/employer.
- Help to ensure continued business from employers we have SLAs with, using a structured approach to maintaining positive relationships with them.
- Where it is wanted by an employer who has hired a woman through Working Chance, provide guidance and support relating to the placement through scheduled check-ins for a period of up to a year after the client starts in the role.

General

- Maintain accurate and up to date records relating to clients and employers on our case management database, In-Form.
- Work with the rest of the Employment team to achieve the team's annual Key Performance Indicators (KPIs).

This is not an exhaustive list of tasks and you may be asked by your manager to undertake any other reasonable duties in connection with the post and the charity's needs.

PERSON SPECIFICATION

Essential knowledge and experience

- Experience in an employment support or recruitment consultancy role.

Desirable knowledge and experience

- Personal lived experience of the criminal justice system.
- Experience of using a database in a work role.

Essential skills, aptitudes and qualities

- Fantastic people skills - warm, approachable style, easily able to build rapport.
- Energy and drive to achieve success on behalf of the women we support.
- Non-judgemental and empathetic.
- Able to maintain professional boundaries.
- Emotional resilience; able to handle the potential emotional impact of working with people who have experienced trauma and multiple challenges.
- Highly organised and able to juggle a diverse workload.
- Empathy with the women we work with and a passion for the work of the charity.
- Solid general IT skills, particularly the main MS Office software.

TERMS AND BENEFITS

- Salary: £25,000 - 28,000 depending on experience.
- This is a full-time, permanent role with a six-month probationary period.
- We encourage people with convictions to apply for jobs at Working Chance. This post is subject to an enhanced DBS check for safeguarding reasons only, i.e. in order to ensure the safety of the women we support.
- We give staff the option to work a hybrid model, enabling them to work up to 40% of their contracted hours at home, provided that they have a suitable home environment. Our office is in London, one minute from Angel tube station.
- We have a pensions scheme and generous annual leave (25 days' holiday + three bonus days over Christmas and New Year + plus public holidays).
- We are passionate about promoting equality, valuing diversity and working inclusively.
- All staff have confidential access to an Employee Assistance Programme.
- We invest in the training and development of our staff and have a continuous learning culture.