

<b>Role Title</b>	<b>Employment Advisor</b>
<b>Job Family</b>	<b>Stronger Communities Directorate Inclusive Economy Team</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Range / Scale</b>	<b>PO1</b>
<p><b>Purpose</b></p> <p>Waltham Forest's Stronger Communities Directorate are creating a new service to drive the council's Inclusive Economy agenda to achieve the Council's mission for an 'Economy that works for everyone'. This role will lead services to strengthen the borough's foundational economy and harness the borough's skills and employment provision to drive innovative programmes to increase economic participation.</p> <p>This role will be responsible for working within the Councils' Inclusive Economy Service to develop and deliver specialist support and advice with residents in order to improve their employment prospects.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p>

standards within area of responsibility.	<p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<b>Job Specific Accountabilities:</b>	
Provide specialist advice and guidance to residents based on up to date knowledge and analysis of the labour market	<p>Provide expert information, advice and guidance</p> <p>Support provided through to a satisfactory conclusion.</p>
To develop strategies and solutions to ensure that residents have access to opportunities	<p>Strategies to increase opportunities identified and are developed and implemented.</p> <p>Residents are upskilled to understand and be prepared enter the labour market.</p> <p>Clients are effectively caseloaded, matched and forwarded to suitable vacancies.</p>

<p>To develop creative and innovative processes and solutions to effectively canvass and obtain vacancies within the boundaries of Waltham Forest and beyond in the interest of Inclusive Economy Service.</p>	<p>Vacancies are sourced and canvassed effectively using a range of tools including research, direct contact with employers; searching the Internet and in relevant newspapers/publications.</p>
<p>To maintain a comprehensive working knowledge of a variety of occupational functions and develop and maintain specialist knowledge of an employment growth sector in the local and regional economy.</p>	<p>Knowledge of a variety of occupational functions is maintained and shared with colleagues and clients to maximise outcomes.</p> <p>Specialist knowledge of an employment growth sector in the local and regional economy is developed and maintained for specific sector based job brokerage activities.</p> <p>Knowledge is incorporated into the Employment, Skills and Business team strategies.</p>
<p>To develop substantial and enduring relationships with partners by providing a high quality innovative service.</p>	<p>Relationships with existing partners are nurtured and fostered through the provision of a good quality service.</p> <p>Shortages in the labour market are identified and innovative solutions such as employer –led programmes/placements are implemented.</p> <p>Regular contact is maintained with all partners.</p>
<p>To develop a variety of methods and solutions to meet the needs of individual clients, working with them to match their skills, experience and aspirations with appropriate vacancies.</p>	<p>Individualised approach is undertaken to ensure client needs are met and that they receive the most appropriate level of support.</p> <p>Regular contact is maintained with all clients to ensure information held is up to date and relevant.</p> <p>Additional interview preparation and or confidence building sessions are provided where needed.</p>
<p>To maintain paper and electronic records and personal statistics to enable resident activity to be monitored and the assessment of overall performance against targets.</p>	<p>Resident eligibility is ascertained and they are informed of evidence requirements prior to registration.</p> <p>All documentation/evidence requirements are met.</p> <p>Caseloads are managed effectively and resident paper and electronic records are updated accordingly.</p> <p>Reports to demonstrate activity and performance are produced for assessment and analysis.</p>

<p>To work in a professional and competent manner with a variety of employers, to identify their unique staffing requirements and providing job forecasting information into the service so that training and job brokerage services can be effectively planned.</p>	<p>Employer staffing requirements are accurately identified.</p> <p>Where possible activity is tailored towards meeting specific employer requirements.</p> <p>Accurate vacancy and job forecast information is provided to assist in service planning.</p>
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<p><b>Nature of Contacts</b></p> <p>Typically involves Senior Managers across the authority, and external agencies and organisations providing advice regarding employment.</p> <p>Will involve extensive direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p><b>Procedural Context</b></p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>The post will be expected to work from a variety of Council locations including the Town Hall, Adult Learning Centres, Libraries and Welcome Hubs.</p>
<p><b>Key Facts and Figures</b></p>

<p><b>Resourcing</b></p> <p>Budget Responsibilities: <b>May manage and issue financial support to residents</b></p> <p>Supervisory Responsibilities:</p>
<p><b>Knowledge, Skills and Experience</b></p> <p><i>(The following three areas represent a summary of the essential elements of the person specification)</i></p> <p><b>Knowledge</b></p>

1. Understanding of the key issues facing the recruitment industry, including skills shortages and training methods.
2. Detailed or specialist knowledge of the recruitment needs of employers relevant in Waltham Forest.
3. Knowledge of the recruitment processes required by a range of employers.
4. Understanding of the barriers faced by disadvantaged groups in accessing employment, and ways in which these can be addressed and overcome
5. Knowledge of Welfare Benefits and In-Work Benefits systems and how these affect unemployed people returning to work.

### **Experience**

1. Experience of working on employment and training initiatives with multi-agency partners.
2. Experience of working within the account management field with employers to develop and implement new recruitment schemes.
3. Experience of working with jobseekers including, those that are disadvantaged in the labour market and face barriers to employment.
4. Experience of assessing and matching candidates to vacancies.
5. Experience of, and a commitment to, working within Equal Opportunities objectives relating to employment and service delivery.
6. Experience of delivering work in a target and deadline driven environment.

### **Skills**

1. An ability to work effectively on partnership projects across organisational boundaries and to tight deadlines.
2. An ability to work effectively with employers and external partners
3. Excellent verbal communications skills including an ability to communicate and negotiate with diplomacy in a range of settings at senior levels.
4. Excellent written communications skills including the ability to market and promote the service to a range of audiences in a variety of settings.
5. Excellent skills in the use of information technology including database, word processing, e-mail and internet use
6. Able to work as part of a team.

### **Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area  
 Qualified in Information, advice and Guidance level 4 (desirable)  
 Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to

regular review and the Council reserves the right to amend or add to the accountabilities listed.