



## **Job Description**

<b>JOB TITLE:</b>	<b>Client Support Adviser</b>
<b>POST NUMBER:</b>	<b>25/26</b>
<b>SALARY RANGE:</b>	<b>SCP 16 to 18 (No NVQ 3 in Advice and Guidance) SCP 19 to 21 (with NVQ 3 in Advice and Guidance)</b>
<b>GRADE:</b>	<b>5</b>
<b>REPORTS TO:</b>	<b>Team Manager</b>
<b>LOCATION:</b>	<b>Bournemouth, Dorset and Poole</b>
<b>LEVEL OF DISCLOSURE:</b>	<b>Enhanced</b>

## **Job Purpose**

1. To provide an information service on education, training and development opportunities to Service Users and to enable them to access a wide range of these opportunities e.g. volunteering, sports, arts.
2. To provide information on issues such as housing, access to benefits and other lifestyle issues as appropriate.
3. Providing support to service users through transition points.
4. To support the work of Ansbury Personal Advisers in their day to day work.
5. To provide information, advice and support to service users with a clear and realistic action plan to support transition between education, training and work.
6. To liaise with other agencies to aid the progression of service users into opportunities in education, training and work and advocate on their behalf.
7. To contribute to the work of Ansbury within local communities including with parents, carers and partner organisations including schools and

colleges, training providers, employers and organisations providing specialist support or personal development opportunities.

### **Key Tasks and Responsibilities:**

1. To contribute to the improvement and development of Ansbury's services.
2. To be responsive to service user's needs and provide excellent customer service.
3. To deliver services as required by the Team Manager and Area Manager/Director to corporate standards and targets.
4. To identify service user's needs and ensure their correct referral to other staff and partner organisations.
5. To develop and maintain knowledge of education, training, work, leisure and development opportunities, contributing as appropriate to local networks.
6. To pro-actively seek out, collect, record and disseminate information about local opportunities.
7. To work towards and achieve quality standards, e.g. regular Key Steps performance assessments/written outcomes.
8. To initiate, develop and maintain contact with opportunity suppliers and partner organisations.
9. To maintain contact with service users as appropriate to support them in achieving their goals.
10. To collect statistical returns in accordance with contractual and company requirements.
11. To undertake clerical and administrative tasks related to the job purpose.
12. To actively seek feedback from service users, evaluate such feedback and adapt professional practice in the light of such feedback.
13. To engage proactively and constructively with assessment processes e.g. Key Steps/Balanced Score Card.

14. To engage positively with Performance and Professional Development and consistently meet targets and deadlines.

### **Information Services**

1. To respond to enquiries from individuals in person, by telephone, letter, e-mail, the web site or mobile 'phone.
2. To provide an information service to individuals and/or groups, including explaining and demonstrating the use of information technology resources.
3. Maintain the displays and tidiness of information outlets, e.g. in delivery centres, in partner locations including Information and Advice Centres, libraries, schools, colleges, Youth Clubs.
4. Provide feedback on the information needs of service users to ensure information resources meet the needs of clients.
5. Monitor stock levels of information resources and re-order as appropriate.

### **Advice and Support Services**

1. To help service users make effective transitions into education, training and work opportunities by producing written summaries on the next steps to be taken, advising on and providing coaching on opportunity search skills and by making referrals to sources of specialist help and advice.
2. To promote the importance of training and continuing education to individuals and opportunity suppliers.
3. To undertake follow up activities as directed by the Team Manager.
4. To link service users to appropriate opportunity providers.
5. To advise service users about sources of financial help or benefits and liaising with other agencies as appropriate.
6. To promote Ansbury services and products in accordance with policies.

7. To contribute to placements for students and trainees allocated to the team.
8. To contribute to the induction and post-entry training of staff in accordance with policies.
9. To operate as a member of the Team in the achievement of objectives and targets.
10. To take reasonable care for own safety and that of others, to ensure that a safe working environment is maintained at all times, to use appropriate protective equipment when there is a requirement to do so, and to report any accidents/hazardous conditions to the Team Manager.
11. To ensure that the Company's responsibilities and obligations in respect of Equal Opportunities are actively achieved, promoted and sustained.
12. To attend employee training and development activities as directed by the Team Manager.
13. To monitor own work outputs and performance against targets as set by the Team Manager.
14. To undertake any other duties in connection with the job purpose as may be allocated by the Team Manager.

**Performance Indicators:**

The Team Manager will set performance indicators for the postholder. The standards from which the performance indicators will be derived are:

- achievement of contractual outputs;
- compliance with quality management system;
- contribution to the achievement and retention of Investors in People and Matrix status;
- Customer satisfaction rates.

**Person Specification**  
**Client Support Adviser**

<b>Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>
Hold a level 2 qualification in a relevant subject eg Advice and Guidance, Customer Service or Business Administration.	✓	
Have or be working towards a level 3 qualification such as A Levels, BTEC Diploma, Advanced GNVQ, NVQ Level 3 in Advice and Guidance.		✓
Be prepared to complete an NVQ Level 3 in Advice & Guidance and four units of NVQ Level 4 to a high standard and within a set timeframe	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Working with young people	✓	
Working with adults		✓
<b>Skills, Aptitude and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Excellent interpersonal, verbal and written communication and customer care skills	✓	
Informing and advising individuals and groups		✓
Excellent planning and organisational skills	✓	
Information handling and research	✓	
Building beneficial relationships with other network organisations		✓
Numeracy, including familiarity with statistical record keeping.	✓	
Knowledge of support networks for young people.		✓
Knowledge of leisure and development opportunities		✓
Knowledge of structure and opportunities in learning and work		✓
Excellent administration skills (ie paperwork/filing about young people and data base input and related paperwork)	✓	
Proven ability to use ICT eg word processing, spreadsheets, presentation software and	✓	

database, to extract and present information.		
<b>Disposition and Motivation</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrate flexibility and responsiveness to change.	✓	
Demonstrate a positive and proactive approach to work.	✓	
Demonstrate an ability to work to and meet targets	✓	
Demonstrate an ability and commitment to working collaboratively with colleagues	✓	
Commitment to continuous professional development of self to maximise skills/experience.	✓	
Understanding of and commitment to equal opportunities.	✓	
Understanding of and commitment to Ansbury and Company Values	✓	
Empathy with other service partners	✓	
<b>Job Circumstances</b>	<b>Essential</b>	<b>Desirable</b>
Willing to undertake a Criminal Records Bureau check for convictions and cautions (enhanced disclosure)/be registered with ISA.	✓	
Willing and able to work flexibly across the local area as directed by the Team Manager and to meet the needs of the business	✓	
Willing and available to work outside of normal working hours as required to fulfil the duties of the post.	✓	
Access to a car and ability to undertake travel as required to fulfil the duties of the post.	✓	

Updated by: Julie Painter Date: November 2010