

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT: Childrens Services</b>	<b>SERVICE GROUP: Employment &amp; Skills</b>
<b>POST TITLE: SkillsHouse Engagement Adviser</b>	<b>REPORTS TO: SkillsHouse Engagement Lead Officer</b>
<b>GRADE: Band 7</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

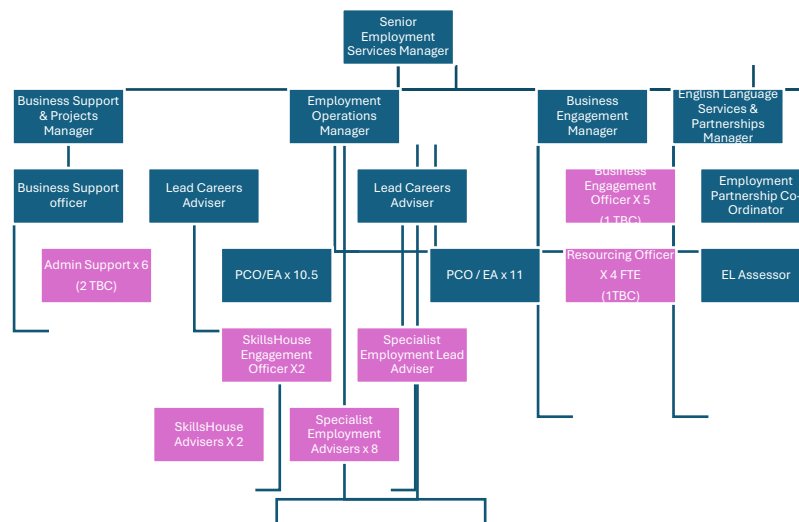
<b>Key Purpose of Post: Max 3</b>
SkillsHouse Engagement Advisers are the front line service of SkillsHouse, providing information, advice and guidance to Bradford residents, in order to refer to the appropriate services within Employment and Skills. These roles will be mainly based at home / hybrid and include initial telephone contact with service users and community outreach. The advisers will work unsociable hours mainly evenings and weekends.
The SkillsHouse Engagement Adviser will work in communities to build trusted relationships with participants and deliver a holistic and personalised support service through the the resources of the network of organisations within the Skillshouse partnership.
<b>Main Responsibilities of Post: Max 15</b>
<ol style="list-style-type: none"> <li>1. To work under the direction of the SkillsHouse Engagement Lead Officer whilst liaising closely with relevant staff from Employment and Skills teams.</li> <li>2. To work in partnership through the SkillsHouse network to ensure participants get timely and appropriate support.</li> </ol>

3. To achieve key performance indicator targets including: quality assurance, equal opportunities and diversity, participant engagement, retention, training and qualification achievement, participant feedback, progression, and positive outcomes.
4. To work proactively across the Bradford District to positively engage with young priority learners who are NEET or at risk of becoming NEET and adults to ensure they have flexible, wrap around, holistic package of support based on meeting their individual aspirations
5. To co-create an individual into work plans, informed by the individual diagnostic, to include range of employability, training, and specialist support and activities/programmes.
6. Will work with appropriate professionals to try to ensure there is a person centred assessment of each young person's needs and aspirations at key points to identify the level of support they will require to re-engage with education, employment or training.
7. Will offer the young person and their family financial guidance by signposting them to an appropriate agency.
8. Will undertake a pastoral role and advocate on behalf of the young person/adult.
9. Will support individual vulnerable young people to access the appropriate training to develop the Bradford essential employability skills
10. Will support individual priority learner to access the appropriate careers advice and liaise closely with the Councils employment advisers to help the young person take advantage of the advice given.
11. Will use the IYSS IT system and Evolutive to record activity and outcomes for young people/adults on their caseload so KPI can be measured and monitored. Upload all new referrals onto Evolutove creating new clients and embedding all relevant information, including referral documentation and outcome evidence
12. To develop and maintain in-depth knowledge of local labour markets including extensive knowledge of current benefits regimes and entitlements.
13. To proactively motivate and support participants and work collaboratively with employment engagement team and partners.
14. To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up-to-date. To fully comply with health and safety, equal opportunities and diversity, quality assurance, safe guarding and data protection.

15.Ensure that the needs of all outreach clients are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.

The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

**Structure:**



**Special Knowledge Requirement: Will be used for shortlisting. Max 10**

**Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.**

	<b>Essential</b>
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language <b>If this applies to the post you are recruiting to do not remove it .</b>	x
Carries out the working practices, procedures and basic operations across a number of specialist areas	x
Understands and applies health and safety working practices, including risk in own area of work and or across other areas of work, understands and is committed to the protection and safeguarding of young people and vulnerable adults.	x
High level of competency, effective operation and use of ICT including its wider application e.g. use of social media	x
Knows and understands how to analyse, interpret and present complex information from a variety of sources	x

Can show competence in working in a target driven environment, and ability to meet or exceed contract targets	x
Up to date knowledge of statutory duties and guidance related to the role.	x
Able to develop, engage and maintain relationships with young people and relevant stakeholders – including school/college staff, related agencies, employers and parent/carers.	x
Demonstrates an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults	x
Has knowledge of Matrix and Ofsted standards and the application of these in an CEIAG environment	x
Excellent knowledge of the local labour market - routes into the labour market and knowledge of progression routes including knowledge of local and regional education, training and specialist service provision	x

<b>Relevant experience requirement: Will be used for shortlisting</b>
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.
Experience of delivering high quality provision and/or training with young people
Demonstrates work with young people/adults including those NEET
Experience of work in a school / college institutions
The applicant will need access / use of a car
<b>Relevant professional qualifications requirement: Will be used for shortlisting</b>
<b>Non essential, relevant experience &amp; qualifications desirable. Level 2/3 qualification desirable.</b>
<b>Core Employee competencies at manager level to be used at the interview stage.</b>
<b>Carries Out Performance Management</b> – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.
<b>Communicates Effectively</b> - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
<b>Carries Out Effective Decision Making</b> - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
<b>Undertakes Structured Problem Solving Activity</b> - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.
<b>Operates with Dignity and Respect</b> - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

<b>Management Competencies: to be used at the interview stage.</b>
<b>Operates with Strategic Awareness</b> Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.

<p><b>Practices Appropriate Leadership</b> Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.</p>		
<p><b>Delivering Successful Performance</b> Our managers monitor performance of services, teams &amp; individuals against targets &amp; celebrate great performance. They promote the District's vision &amp; work to achieve Council's values &amp; agreed outcomes.</p>		
<p><b>Applying Project and Programme Management</b> Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.</p>		
<p><b>Developing High Performing People and Teams</b> Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.</p>		
<p><b>Working Conditions:</b></p>		
<p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.</p>		
<p><b>Special Conditions:</b></p>		
<p>The post holder will have to have a successful enhanced DBS check.</p>		
<p><b>Compiled by:</b></p>	<p><b>Grade Assessment</b></p>	<p><b>Post Grade:</b></p>
<p><b>Date:</b></p>	<p><b>Date:</b></p>	