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| Stockton-on-Tees Borough Council | **JOB DESCRIPTION** |
| **Directorate: The Environment, Culture, Leisure and Events** | **Service Area: Learning and Skills** |
| **JOB TITLE: Careers, Education, Information, Advice and Guidance (CEIAG) Officer** |
| **GRADE: H** |
| **REPORTING TO: Routes to Work Programme Coordinator** |
| **1.** | **JOB SUMMARY:** **Provide careers guidance and tailored support to individuals to enable them to make progressive steps to achieve and sustain employment.** |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | Work within a fast-paced environment, handling expressions of interest and providing accurate advice and guidance to enable the learner to make an informed decision in relation to their learning journey. |
|  | 2. | Work closely with the Employer Engagement Officer to facilitate access to the most appropriate provision for the individual. |
|  | 3. | Identify and evaluate interest to enrolment and progression to positive destinations information to support individuals. |
|  | 4. | Carry out in-depth assessments with participants using a suite of tools, to fully understand the client’s personal circumstances, ambitions and goals, and set SMART targets to support positive and timely progression. |
|  | 5. | Provide tailored support in all aspects of job-search and interview preparation to ensure that customers are matched to the right job that enables them to sustain employment. |
|  | 6. | Understand and interpret labour market intelligence to present to Service users in a range of different formats to support progression outcomes. |
|  | 7. | Provide appropriate training/ guidance to customers to help them master digital technologies, for them to engage in guided self-service learning materials and online job vacancies. |
|  | 8 | Develop an understanding of specialist signposting services in the local area/region to ensure guidance/ referrals are appropriate and align with the learner’s long-term goals. |
|  | 9 | Proactively participate in continuous improvement activities to ensure that the service continues to deliver excellent customer service. |
|  | 10 | Work collaboratively with service areas to maximise support opportunities including apprenticeships, adult learning programmes and project delivery. |
|  | 11 | Work with the wider service to facilitate workshops and events, which may include guest speakers such as representatives of employers or professional organisations. |
|  | 12 | Promote Learning and Skills provision with stakeholders including individuals, employers, community organisations and project partners. |
|  | 13 | Engage with employers to organise work placement activity for Service users. |
|  | 14 | Provide updates and reports as requested by CEIAG Leads. |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |
|  | Name: | Signature: | Date |
| Job Description written by: (Manager) | Claire Ashley |  | February 21 |
| Job Description agreed by: (Post holder) | ….................………… | ….................……… | …............... |

**Job Description dated February 21**



**PERSON SPECIFICATION**

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| Job Title/Grade | **CEIAG Officer** |  |
| Directorate / Service Area | **The Environment, Culture, Leisure and Events** |  |
| Post Ref:  |  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | GCSE English and maths at grade C or above Evidence of continued professional development IAG level 3 qualification or equivalent work-related experience. | A qualification in mentoring, coaching, employability or equivalent IAG Qualification level 4 IT Qualification | Application form |
| Experience | Experience of delivering careers advice to individualsExperience of teamwork Experience of working within salesExperience of working in target driven environmentExperience of tele handling.  | Experience of community-based learning and skills Experience of working on project funded employment initiatives Experience of counselling and/or mentoring | Application / Interview |
| Knowledge & Skills | Ability to communicate both orally and in writing with a wide range of people and organisationAbility to work as part of a team involving people from a wide range of backgrounds including learners, employers and external partners Confidence to work independently or as part of a teamStrong organisational skills Competent in the use of information technology applications in Word, Power point, Excel and Internet | An understanding of employment related funding | Application/ Interview |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture Statement.A willingness to train further as deemed appropriate for the post holder |  | Application / Interview |
| Other requirements | Car user |  |  |

**Person Specification dated February 21**