

JOB DESCRIPTION

Division / Department

JOB TITLE:	Careers Advisor - Development Scheme Post
DIVISION:	Jobs and Skills
GRADE:	Band 7-9
RESPONSIBLE TO:	Employment Team Leader
POST REFERENCE:	108301

Purpose of Post

- To provide a comprehensive Employment and Training Hub Service which will cover the whole of Hartlepool.
- To support unemployed and economically inactive adults, based on an assessment of their needs, with the goal of ultimately supporting them to find, access and maintain paid employment, training, education, self-employment and other opportunities in Hartlepool.

Key Relationships

All staff will be expected to promote team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representatives groups and working, as appropriate, with Elected Members.

Key Relationships

- Residents
- Voluntary & Community Groups
- Employers
- Department for Work & Pensions
- Learners
- Tees Valley Combined Authority
- Other Council Departments
- National Careers Service

Main Duties and Responsibilities at Band 7

- Deliver basic information and advice across all Employment & Training Hubs on all matters relating to learning and work, signposting members of the public so they can explore suitable options to help them to achieve their goals.
- Demonstrating excellent customer care skills when dealing with members of the public, resolving their requests and enquiries in a friendly and efficient manner whilst operating professionally, being highly visible, welcoming and approachable.
- Assist with the engagement of young people or working age adults who wish to access the Employment & Training Hubs, particularly focusing on word of mouth to widen access to the Service.
- Monitor and update information following agreed departmental procedures, policies, and systems to ensure compliance with guidelines of External Funders.
- Signpost individuals to overcome barriers where necessary into specialist services or the wider community offer through the Community Hubs.
- Effectively promote and increase access for our offer to the widest possible audience such as through attendance at relevant meetings/events to raise the profile of the Service.
- Signpost employers and stakeholders whilst assisting in promoting the 'Core Offer' available through Jobs & Skills.
- Responsible for adhering to all relevant policies and procedures including Safeguarding, Information Governance, EDI and Prevent.
- Participate in continuous professional development opportunities as required to maintain your knowledge and skills.
- To work flexibly, to respond to the needs of individuals and the wider services, this may include evening and/or weekend work.
- To be able to travel independently across Hartlepool.
- Any other duties of a related nature which might reasonably be required and allocated by Management

Additional Duties and Responsibilities at Band 8

- Deliver information, advice, and guidance across all Employment & Training Hubs on all matters relating to learning and work, using appropriate resources so the public can explore suitable options to help them to achieve their goals.
- Engage and work effectively with young people or adults towards achieving their positive destination into education, employment, or training within Hartlepool.
- Manage a small caseload of individuals ensuring they receive support and action planning as agreed with your Line Manager.
- Contribute to the dissemination of local, regional, and national policy in relation to advice and guidance such as informing colleagues of labour market information to benefit our communities in Hartlepool.
- Engage employers and stakeholders to promote the 'Core Offer' available through Jobs & Skills and then effectively develop and implement specific programmes such as Employer Routeways.
- Effectively contribute to the assessment, planning and reviewing processes to promote improving outcomes for young people and adults through the Service.
- Deliver targeted support for individuals, including working with other key agencies and providing activities focused on improving their employability skills.
- Organise engaging, impactful employability and career enrichment activities within and outside of the curriculum including Guest Speakers.
- Coordinate and produce promotional resources in relation to the Careers Service including Termly Careers Newsletters.
- Provide individualised, tailored advice to clients based on the situation and their specific needs as part of the Employment & Training Hubs.

Additional Duties and Responsibilities at Band 9

- Deliver impartial careers education, information, advice, and guidance on all matters relating to education, employment, or training, using appropriate resources and tools including co-creating personalised Action Plans. This includes overseeing customer engagement working internally and externally of so individuals are aware of and can access support from the Employment Hubs.
- Provide 1:1 or interactive group sessions to discuss and explore suitable career and/or education options to help individuals achieve their goals in Hartlepool.

- Lead on aspects of quality improvement for careers such as organising monthly CPD sessions for IAG staff or quality audits of completed Career/Action Plans.
- Coordinate the embedding of careers activity into the curriculum to meet the requirements of Ofsted by working collaboratively with internal and external stakeholders such as tutors, assessors, and National Careers Service.
- Independent report writing skills, planning, and review process to promote positive destinations for individuals accessing the Employment & Training Hubs.
- Provide advice, guidance, and support to colleagues on relevant policies and procedures and how they apply to particular circumstances within the Service.
- Responsible for the planning, implementation, and delivery of pre-employability courses by working in partnership with key stakeholders including local training providers, employers and DWP.
- Ensure the timely and accurate completion of health and safety risk assessments and placement protocols on voluntary or work placements, as appropriate.
- Manage a small caseload, providing direct support and advocacy as required and monitoring their progress towards learning or work through an agreed quality framework, including evidencing interventions through agreed Action Plans.
- Responsible for termly observations on IAG Advisers and participate in an annual evaluation of the Careers Service against the Post 19 Career Benchmarks.
- Contribute to the dissemination of local, regional, and national policy in relation to Careers Education such as sharing resources from Ofsted to benefit our communities in Hartlepool.
- Responsible for monitoring and updating individuals caseload information through agreed departmental policies, procedures and systems with monitoring information to internal officers and external funders.
- Effectively prepare the Careers Service for Ofsted Inspections and support stakeholders such as Tutors and Assessors.
- Support the management and renewal of external quality standards such as Matrix, Investors in Careers and Investors in Volunteering.

- Provide individualised, tailored advice to clients based on the situation and their specific needs as part of the Employment & Training Hubs

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: February 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.