**JOB DESCRIPTION**

**Job title: Personal Adviser**

**Function: Operations**

**Reports to: Performance Manager**

**Salary: £23,000 per annum**

**Location: Fife** **Closing Date: 7 October 2019**

**PURPOSE OF YOUR JOB**

**StartScotland is a partnership between The Lennox Partnership** **and Fedcap Employment Scotland. With extensive joint experience, we help to make a difference and create positives futures for people, their families and their communities.**

Our mission is to improve people's lives and make a positive difference to Scotland through the delivery of Scotland’s employability service across the East and South West of Scotland.

Fedcap Employment is looking for two personal advisers to join our established successful team in Fife. FedCap Employment Scotland Ltd on behalf of StartScotland are delivering the Scottish Government’s flagship employability programme Fair Start Scotland across the East and South West of Scotland. This voluntary service is aimed at providing support to disabled people and those at risk of becoming long-term unemployed to find and retain work. This service will provide a coherent range of support that will respond flexibly to the individual needs of customers and their employers.

**PRINCIPAL ACCOUNTABILTIES / KEY RESULT AREAS**

* Manage a caseload of customers to ensure appropriate and effective contractual activity is undertaken by all customers according to their level of job readiness.
* Address customer's personal constraints to employment, providing challenge, advice and guidance where appropriate to develop customer's capability in the recruitment process ensuring they have the necessary skills and confidence to secure employment.
* Identify, structure and recommend vacancy and training solutions, working in close consultation with EST Consultants and Tutors, to meet the specific needs of customers and employers.
* Provide advice, guidance and support for customers during their initial weeks of employment, supporting their transition from welfare to employment to maximise the potential for customers to sustain employment in the long term.
* Develop relationships and networks with key stakeholders including employers, Jobcentre teams and provisions and funding providers to ensure smooth operation of all processes
* Observe and adhere to our customer service standards so that all customers are provided with the same high standard of service that maximises their chances of securing sustainable employment.
* Maintain IT files and customer records to a required quality standard to ensure the customer journey is documented in accordance with our quality standards.
* Identify employment and other work-related opportunities with employers through marketing candidates directly into employers.
* Ensure compliance with our company policies (including Health & Safety, Safeguarding and Data Security) so customers and colleagues are protected at all times.

**KNOWLEDGE AND EXPERIENCE**

* An understanding of StartScotland / Fair Start Scotland business context, together with an in-depth working knowledge of our front-line operation – essential.
* Experience of working in a customer focused, results driven environment.
* The ability to build rapport and work effectively with challenging individuals.
* Experience of appropriate IT systems.
* Use of a car essential as travel required covering all areas in Fife if required
* A good standard of general education and experience of the world of work.

**KEY INTERFACES**

**Internal:** General Manager,Performance Managers, Advisers, Internal service providers

**External**: Customers, Key stakeholders, funders, other external bodies (e.g. Local Authority) Employers

**HOW TO APPLY**

Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send you statement along with your CV to [morag.brown@fedcapemeployment.org](mailto:morag.brown@fedcapemeployment.org)

You can find out more about Start Scotland via www.startscotland.scot

You can find out more about Fair Start Scotland via www.employabilityinscotland.com