



JOB DESCRIPTION

POST TITLE: INFORMATION ADVICE AND GUIDANCE
ADVISOR – HMP FIVE WELLS

POST NUMBER: SBREQ000128

GRADE: HAY 8 SCALE

JOB PURPOSE

The post-holder will provide face-to-face Information, Advice and Guidance to adult customers in a custody setting within the context of the contract applicable and to support customers to make informed career decisions.

KEY TASKS/DUTIES

As post-holder, you will be responsible to the Head of Education for the following:

- Provide and deliver high quality, unbiased and impartial face to face information, advice and guidance, designed to inspire the individual into making better informed career choices;
- Deliver information, advice and guidance on all matters relating to learning and work including employment, education and training in 1:1 or group settings, using appropriate resources and tools;
- Achieve a range of set quantitative and qualitative targets using a case load management approach, utilising the customer management system effectively, actively steering the customer journey;
- Provide labour market, educational, occupational and other local information to enable clients to make informed decisions;
- Continuously track the customer journey in order to achieve all relevant contractual outcomes using all available interventions. Ensure all interventions are recorded on management information systems;
- Working with priority groups to ensure they achieve their desired outcomes. Engage with these customers to identify barriers to their progression in life, in education, training and ultimately employment. This will include the use of appropriate diagnostic processes and assessment tools;



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- Provide referral support to customers to enable them to implement their decisions, including liaising with opportunity providers and adopting an advocacy role when required;
- Take a proactive and highly visible approach to developing working relationships with other professionals both internal and external, including provision of feedback, agreeing priorities and reviewing arrangements;
- Develop and maintain a full understanding of government initiatives to help customers to make informed choices on the range of learning and employment opportunities available to them;
- Keep up to date with current and future job demands. This will include the collection and interpretation of labour market information;
- Develop knowledge of various CV writing styles and interview expectations as relevant to local delivery;
- Responsibility for safeguarding and promoting the welfare of all customers accessing the service;
- Maintaining and regularly updating the database system within agreed timescales to ensure customers records are maintained and contractual requirements fulfilled;
- Ensure all delivery evidence is complete and compliant in line with contract and quality standards and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection legislation and guidance;
- Undertake relevant CPD as appropriate to maintain your professionalism;
- Develop and maintain personal and professional effectiveness by participation in performance review processes/observation of professional practice and by attending relevant working groups, training and support activities;
- Adhere to company policies and procedures;
- Undertake such other operational duties as may be required from time to time as directed by your line manager.



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HEALTH AND SAFETY

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to cooperate with Restart, Weston College Group and the Prison on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Restarts Health and Safety Policies in respect to their specific duties and responsibilities.

STAFF DEVELOPMENT

All staff are required to participate fully in Restart staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

CONDITIONS OF SERVICE

The Restart standard Contract of Service for Support staff applies.

SALARY

HAY 8 Scale, Points 27-30: £25,026.00 - £27,789.00 per annum.

HOURS

Hours of attendance: Full-time, 37 hours per week.

Annual leave: 281.5 hours per annum, inclusive of statutory bank holidays.

Restart reserves the right to direct up to 10 days of your annual leave entitlement for efficiency purposes.

Restart is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at Grade C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake these Qualifications whilst in post.</i>	✓	
Educated to Level 3 (A level or equivalent).	✓	
Relevant careers qualification, such as Level 4 Information, Advice and Guidance or willing to work towards		✓
Knowledge of local labour market and issues relating to learning and employment.	✓	
Good knowledge of employment, training and personal development opportunities that are available.	✓	
Significant recent experience of working with adults in a related field, ideally determining need and supporting customer choices.	✓	
Effective communication skills including written and verbal and be able to relate to a wide range of people and organisations.	✓	
Ability to meet deadlines and achieve targets and implement contingency plans where necessary.	✓	
Excellent IT skills including all Microsoft Office software.	✓	
Apply a flexible approach to work activities including travel as required to meet business objectives.	✓	
Ability to relate to and build effective working relationships with people from a variety of backgrounds.	✓	
Display an open mind and positive attitude to work and colleagues.	✓	
Full UK driving license and access to own transport.		✓

The successful candidate will be required to obtain the appropriate prison clearance before starting the role and maintain this throughout employment.