

Job Description

Job title:	Rapid Response Advisor - Restart		
Department:	Employment & Inclusion Support		
Job Family	Operational Specialist		
Location:	Ipswich		
Reports to:	Business Manager - Restart		
Salary Grade*:	4 to 6	Hay points*:	252
Evaluated date*:	18 04 2024		
Hours / week:	20 and according to business needs		
Status:	Permanent		
DBS:	Basic		
Supervisory responsibilities	none		
Job Shares will be considered for this post	N		
This position requires travel around the county and the ability to work flexible hours.	Y		

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company divisions, Learning and Development, Employment and RF Works.

This post sits within the Employment department whose main purpose is to help unemployed people prepare for and sustain employment. A dedicated team will deliver the Restart Programme on behalf of Reed In Partnership in Ipswich and Mid Suffolk.

The Restart Rapid Response Advisor is responsible for supporting and sustaining participants who are currently in employment or have recently fallen out of the employment. The post holder will provide a personalised service, that will include effective assessment of need, individual & group coaching and maximising participant funding available with the aim of sustaining employment for them. The role includes time-bound 'in-work' support for both employer and participant to secure sustainable employment.

The postholder will work towards strict targets and guidelines in accordance with programme obligations.

Travel between Ipswich and Stowmarket might be required and flexibility in working pattern a must as on occasions work outside of normal working patterns is required.

****This role is subject to a Basic DBS check.**

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Problem-Solving/Solution-Focus

Administrating & ICT

Managing Team and Individual Performance (People)

Managing Contractual Services (Processes)

Coaching & Mentoring

- Motivate, encourage and empower participants, identifying barriers, realistic job goals and training needs and working with the Employment & Skills Trainer, facilitate engagement with skills development training courses, advisory services or interventions as appropriate to the participant with the aim of progressing participants to achieve sustainable employment.
- Develop participants job search strategy and skills by assisting with job searching, CV creation and interview techniques.
- Advise participants on how to address identified barriers to employment. Identify appropriate short and long-term solutions and interventions.
- Undertake in-work support activities as required to ensure participants are able to maintain their employment and wellbeing.
- Produce SMART action plans with all Participants ensuring that all soft and hard goal aims are captured, monitored and developed

Managing Relationships/Supporting, Advising & Guiding -including Cust Service

- Develop and maintain relationships with all stakeholders within the boundaries of the Restart programme, utilising high quality customer service and best employment support practices.
- Support participants to ensure everything is in place to successfully start and sustain their employment by completing an in-work assessment. This could include providing support with issues such as finances, travel and childcare.

Job Specific Technical/Manual

- Undertake assessment, diagnostics, better off calculations with participants as required by the Restart delivery model.
- Conduct health reviews for participants with health conditions/disability to

understand the impact on their ability to secure and sustain work and identify any in-work adjustments that may need to be made.

- Maintain up to date knowledge of the local labour market, employers and industry sectors and carry out job and vacancy research developing employer contacts
- Support and enable outreach activity either directly or by working with partners as the programme requires
- Provide regular and appropriate calls to participants and employers, if necessary, to ensure retention of the participant in work and work to resolve any issues that may affect sustainable employment.
- Conduct support and review meetings and reassessments as required by Restart programme

Realise Futures CIC

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01473 242500

info@realisefutures.org

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Registered No 7828443 England and Wales

Systems and Standards; Compliance

- Ensure all company process, systems and standards are met that will include Health & Safety, Safeguarding and Data Protection (i.e. accurately storing and maintaining all participants data).

1. Know-How:

Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.

The skills, expertise, and training required for the job are:-

- Proven track record of achieving targets and KPI's in a performance target driven environment (e.g. experience may include working as an Employment Adviser on a similar contract, a Recruitment Consultant or in a retail business)
- At least 1 years' experience of working in a customer facing environment
- Maintain up-to-date working knowledge of the benefit system and entitlements, local labour market, training opportunities and relevant support agencies
- Knowledge of complimentary provision in Suffolk, e.g. National Careers Service, Mental Health and Well Being Services, Training Providers
- Working knowledge of the current welfare benefits system
- Working knowledge and understanding of appropriate legislation, including Safeguarding, Health and Safety, and Data Protection

Specific qualifications or training essential to the job are:-

- Minimum of Level 3 or NVQ in Advice & Guidance or equivalent
- Minimum of 5 GCSE's including English and Maths or Equivalent
- ICT proficient in Microsoft programmes and Internet usage:

The amount of forward planning required in the job is:-

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	<p>Medium to High:</p> <ul style="list-style-type: none"> • High levels of forward planning required. On average, a 6 month plan for forecasting will be utilised with robust calendar management for appointments that may be at short notice). • Ability to develop and motivate participants to undertake a focused programme of activity and to keep them progressing and focussed until successful completion of their employment goal. • A flexible and resilient approach is essential as the role will entail working with people with complex support needs in sometimes challenging situations. <p>The type of communication and interaction needed in the job is</p> <ul style="list-style-type: none"> • Excellent negotiation and influencing skills to manage stakeholder expectations • Ability to work independently as well as constructively and collaboratively as a member of a team • Excellent personal, oral and written communications skills required for verbal & written communication and reporting
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<p>2. Problem-Solving:</p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:-</p> <ul style="list-style-type: none"> • Ongoing operational analysis of results to inform target setting and planning for individual participants as well as whole caseloads • Ability to differentiate and address participants access issues with line manager's support • Reflection on practice and adaptation of delivery in collaboration with others • The ability to think on your feet in sometimes stressful situations and deal with emergencies calmly and effectively • Ability to create and implement an action plan based on formative & summative assessment practice that identifies progress made against identified aims as well as identification of skills' gaps to support employment aims (where relevant) <p>The level of creativity and/or original thought to resolve issues is:-</p>
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	<ul style="list-style-type: none"> • Innovative approaches to delivery of guidance and support, finding and securing suitable work placements and employment vacancies in line with participants aspirations and career goals • The ability to solve problems or queries effectively and efficiently escalating to manager where appropriate • The ability to act as a part of new employment initiatives or projects within RF or Prime Provider
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<p>3. Accountability:</p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<p>The amount of freedom to take decisions in the job is:- Controlled according to predetermined parameters and guidelines.</p> <p>Nature of impact:-</p> <ul style="list-style-type: none"> • Accountability for using robust diagnostic and formative assessment to inform a detailed SMART action plan with appropriate aims and incremental progression of individual participants which has a direct impact on specified and measurable targets within the Restart programme. <p>Magnitude of impact:-</p> <ul style="list-style-type: none"> • The Restart programme represents approximately 12% of the company's annual turnover and forms part of the company's strategic objectives. The Employment Advisor role is an integral element of retaining the contract through delivering best practice support, advice & guidance to Matrix standard.
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation: D 1 2 (152) D 3 (43) D 1 C (57) Total Hay Points 252

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