



Job description	
Job title	Lead Employment and Training Advisor
Pay Band	Grade J
Directorate	Regeneration and Economic Development
Section/team	Knowsley Works
Accountable to	IAG Coordinator
Responsible for	Information, Advice and Guidance team members
Date reviewed	July 2021

Purpose of the Job

Reporting to the overall IAG Coordinator, as a team leader assist with co-ordinating, developing and managing delivery of the Information, Advice and Guidance team, their agenda, and other associated programmes and staff. This includes ensuring that the service is delivered in accordance with the Council and contractual standards and guidelines.

Develop, monitor and evaluate the Knowsley Works service. Maintain, improve and increase access to all resources. Actively promote the full range of employment and training opportunities.

Motivate all staff to ensure that the core employment support is delivered in accordance with the overall strategic plan and related policies and procedures. Provide high standards of customer care and presentation.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. As a team leader, ensure that the aims and outcomes of the team are achieved and that the service supports the overall aims of the Knowsley Works service.
2. As a team leader, assist the IAG Coordinator to develop, establish and maintain Information, Advice and Guidance services.
3. Manage day to day running for a nominated team. Tasks can include, for example, setting up diary systems, creating outreach plans and rotas, and client case supervisions, also staff management issues



such as My time sessions, welfare, conduct, authorising leave and flexi, and ensuring team targets are met.

4. Support customers in setting appropriate participation goals and methods of assessing progress in relation to those goals.
5. Facilitate links to training, mentoring, counselling and networking to support customers in meeting their employment aspirations.
6. Provide a lead with colleagues, partners and agencies, including Job Centre Plus and other providers, in developing the initial contact with customers, and in developing positive relationships with them.
7. As a team leader, oversee the maintenance of accurate records of work with customers, including computerised systems, to comply with quality, compliance and recording demands from internal Council and external partners/agencies contractual requirements.
8. Provide any relevant management information, data requests or reports as required within Knowsley Council, or by other contractual partners/agencies.
9. To carry a customer caseload where appropriate and to engage with a wide range of customers. This can include people with mental health issues, learning and physical disabilities, drug and alcohol issues, and homelessness.
10. Liaise with other specialists to deliver a co-ordinated and planned service.
11. Direct, motivate, train and recruit staff as appropriate.
12. Participate in service wide working groups, and lead groups or project teams as appropriate.
13. Work in partnership with appropriate agencies and Council services.
14. Supervise volunteer opportunities and work placements.
15. Assist and deputise for appropriate line manager.
16. Monitor appropriate budgets.
17. Participate in the preparation and implementation of the Service Plan and other strategic plans.
18. Develop services associated with national and regional strategies and key themes for the Knowsley Works service.
19. Attend local, regional and national meetings as appropriate.
20. Compile, maintain and evaluate statistical data and other information and prepare reports as required.
21. Practice and promote fair and equal treatment of staff, customers and partners throughout the course of performing all duties contained within this job description.
22. Act within Council and Service Policies, Standing Orders and all current legislation.
23. Open and secure buildings including key holding where necessary.
24. Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough, and to work across all areas of the Employment Initiatives team when required.
25. The holder of this post will work on the Ways to Work ESF programme.



Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees' capabilities.
- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.