

<b>Job Title:</b>	<b>Career Consultant</b>
<b>Reports to:</b>	Regional Manager
<b>Responsible for:</b>	NA
<b>Budget Responsibilities:</b>	NA
<b>Location:</b>	Regional Resettlement Centre (RRC), Aldershot
<b>Salary:</b>	£33,495 per annum (pro rata if part time)
<b>Hours:</b>	08.30-17.00

#### MAIN PURPOSE AND SCOPE OF THE ROLE

To provide information and advice about career management and development using guidance, counselling, coaching and advisory techniques to assist clients to clarify and achieve career goals and issues. These can range from job searching, career change, self-employment, redundancy and retirement.

To facilitate workshop delivery, both classroom-based and virtual.

To engage consistently with clients and track their progress, maintaining accurate and up to date client records.

## KEY RESPONSIBILITIES

### Core responsibilities:

- Create strong and effective client relationships
- Advise on career change or development
- Conduct one-to-one consultations with clients, either face-to-face or via telephone or email
- Follow-up clients through email, meetings, phone discussions and in accordance with business processes
- Monitor and support clients' progress through to successful outcome, tailoring service delivery to individual client needs
- Engage consistently and continuously with CTP clients to monitor progress and ensure clients are tracked and followed in line with CTP processes
- Responsible for recording and maintaining accurate and up to date client records
- Regularly deliver services via digital based solutions
- Using and promoting online tools (such as MyPlan and RightJob) to help clients assess skills and potential
- Engage with social media and other technology platforms to utilise technology for the delivery of support to clients
- Coach clients on how to effectively use the latest online career development and business information research facilities
- Enable clients to explore options for Vocational Training and employment opportunities
- Support clients to create action plans to take steps to implement decisions
- Provide information and advice on job search techniques, including looking for vacancies, making application, assessing and creating CVs and going for interviews
- Assist clients to formulate a self-marketing plan
- Adapt communication style to difference audiences to reflect the wide spectrum of clients using CTP services
- Deliver workshops on career planning, development, transitions and other related topics
- Actively seek out and produce Service leaver case studies for promotional purposes
- Work with local and national CTP staff to contribute to the delivery of CTP events

- Contribute to the successful delivery of contract in line with contractors' strategic objectives

### **Continuing Professional Development**

- Remain current with employment trends such as job market activity and developments in sectors
- Pro-actively seek to understand the regional and national employment market and trends therein
- Pro-actively engage in any learning and development programmes relevant to the Career Consultant role

### **Processes**

- Compliant with all Operating Procedures/WIs relative to role
- Handle any complaints in line with company procedures
- Adherence to company H & S policies and Manpower Code of Conduct
- Ensure all client records are accurate and kept up to date
- Ensure the management Information System is accurately updated as per management guidance
- Compliant with strict Code of Confidentiality relating to clients

### **General Responsibilities**

- Provide timely support and assistance to other functions and when required
- Complete relevant training courses where required
- Any other reasonable requests commensurate with this level of role

## PERSON SPECIFICATION

Criteria	Demonstrated by:	Essential/ Desirable
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Holds or is working towards NVQ Level 4 Information, Advice and Guidance qualification or equivalent e.g. relevant Post Graduate Qualification in Advice and Guidance. (Note: If "currently working towards", attainment of qualification must be within 6 months of commencement of role.)</li> <li>• Excellent case management skills, adaptable to changing caseloads</li> <li>• Excellent interpersonal skills</li> <li>• Excellent presentation skills</li> <li>• Excellent written and verbal communication skills</li> <li>• Able to multitask and prioritise own workload</li> <li>• Excellent planning and organisational skills</li> <li>• Excellent administrative and record keeping skills</li> <li>• Ability to engage with social media and other technology platforms</li> <li>• Excellent data processing and IT skills</li> <li>• Strong attention to detail</li> <li>• Ability to work across the broad spectrum of clients that use CTP services</li> </ul>	All essential
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the Armed Services would be an advantage</li> <li>• Knowledge of social media and other technology platforms would be an advantage</li> <li>• Applicable only if based in Germany RC: German language skills, both written and verbal, would be advantageous for role</li> </ul>	All desirable
<b>Experience</b> (specify the type of experience where possible)	<ul style="list-style-type: none"> <li>• Experience of providing career change related information, advice and guidance</li> <li>• Experience of facilitating group workshops on career transition topics</li> </ul>	All essential
<b>Personal Attributes and Circumstances</b>	<ul style="list-style-type: none"> <li>• Ability to work in a Right Management office</li> <li>• Ability to travel to client and internal meetings and on exceptional occasions stay overnight as business need dictates</li> <li>• Willingness to deliver outside of normal office hours when required</li> </ul>	All essential

## CAREER MAPPING

Possible roles this position might look to move to include but are not limited to:

- Centre Manager
- Regional Manager
- Opportunities within the wider ManpowerGroup of companies

## COMPETENCY FRAMEWORK

### Competency

**Working with Others:**

Proactively works with people across the business to achieve common goals, invites opinions, shares knowledge and recognises that people work differently.

**Client Focus:**

Puts customers' needs at the centre of what they do, joining forces across the business to create solutions what will make things happen for clients. Has an innovative approach to giving clients what they want, not what has always been delivered.

**Facilitating Change:**

Constantly looks for improvements, putting ideas forward after calculating the risks and considering different options. Looks for new and fresh ways to do things

**Results Orientation:**

Keen to make things happen for themselves, their team and the business. Takes responsibility for action, following up ideas and making sure others know what they are doing. If things don't go as planned they are resilient and positive, finding other ways to achieve goals.

**Communication:**

Communicates ethically and with integrity and enthusiasm, encouraging and valuing others' contributions and showing appreciation for their views and work in order to build commitment and trust. Honest, respectful and socially responsible.

**Learning Agility:**

Has a learning mind set, keeping knowledge up to date and continually developing themselves. Looks outwards to understand the market in which they work, and integrates the company's thought leadership into the solutions they offer.

**Future Looking:**

Connects to company strategy and vision, working with leaders to understand how they fit into these plans and supports achievement of business goals. Inspires colleagues and customers by articulating where the business is going and sharing success stories.

**Functional Expertise/Job Knowledge:**

Understands all aspects of the position; has mastered the technical side of the job; is sought out by others for assistance; stays abreast of current developments in the field.