



Job Description	
Job Title: Information Advice & Guidance Advisor	The Region: Leicester
Salary: upto £25,000	Place of work: Office Based - Leicester
<p>Job Purpose: With the opportunity to work across a number of ESFA contracts, to provide well-informed, and impartial advice to individuals relating to learning and development opportunities and their personal career goals, in line with ESFA contracts and aligned to DTS opportunities The role will involve face to face and remote appointments. It will also include identifying suitable accredited courses and learning opportunities to upskill individuals and move them to sustainable education or employment outcomes as well as planning and producing learner development plans in line with individual career goals.</p>	
<p>Key Responsibilities and Accountabilities :</p> <ul style="list-style-type: none"> • To be responsible for the delivery of IAG for learners on ESFA contracts • Recruit unemployed and SSU people onto programme that meet contractual needs • Making outbound calls to engage participants following referral to the programme • 121 support sessions to review learning, targets and achievements • To meet learners on an individual basis to advise on updating their skills and knowledge and focusing on progression in to work, further training or education and future prospects • To provide advice on preparing letters of application and CV construction in order to optimise their employability skills • To provide advice on using the internet as a search tool for learning and career opportunities in order to make searches relevant and efficient • Train, motivate, coach and support learners, assisting them in the development of personal, social and employability skills • To enter learner information onto DTS CRM system to ensure compliance with funding requirements • To accurately record and ensure all learner information is kept secure • Attend external networking meetings with referrals partners and the DWP • To liaise with DTS colleagues to ensure smooth and professional service • To carry out calls with the learners to ensure they are progressing with their training and offer any additional support • To identify and record learner outcomes where a learner has entered learning, training or employment • To maintain current professional knowledge by committing to continuing professional development • Adhere to all company policies and procedures 	
<p>Competencies:</p> <ul style="list-style-type: none"> • Developing Capability – we are passionate about learning and proactively seek to transform the capability of the organisation and individuals. We identify development opportunities; providing constructive feedback and coaching to enable growth through high performing teams. • Making an Impact – we make an immediate positive impression. We influence effectively with clarity and conviction, demonstrating high levels of integrity. We are confident and communicate in a credible and persuasive manner. • Adapting to Change – we approach change with responsiveness, adaptability and resilience. We are flexible and move with pace without over complicating things. We create an environment for challenge, change and renewal. 	



- Customer Focus – we are committed to working with internal and external customers. We **identify**, understand and respond to their current and future needs in order to deliver a high-quality provision and exceed their expectations.
- Competitive Edge – we have a commercial and financial mindset and proactively identify and **pursue** business opportunities. Through lateral and creative strategies we adapt, diversify and operate competitively in order to maximise shareholder value.
- Achieving Together – we form positive, professional and trusting **relationships** to deliver business objectives. We create an inclusive environment, encouraging collaboration to build effective and engaging partnerships.

Person Specification:		
Assessment Criteria	Essential	Desirable
Knowledge & Experience:	<ul style="list-style-type: none"> • Experience of providing Information and Guidance • Experience running career/training advisory sessions with adults on an individual and group basis • Experience of carrying out assessments and interviews with learners • Experience in supporting individuals in making informed decisions • Experience mentoring and/or coaching individuals • Excellent interpersonal skills, in particular listening skills and demonstrating empathy • Proven experience of working well in a team and keeping team members updated • Good standard of English, Math and IT • IT competent (Microsoft Word, Excel, Outlook and experience using databases) • Strong administrative skills • Strong organisation skills • Experience working in a customer-facing environment • Excellent time management skills 	<ul style="list-style-type: none"> • CIAG qualification Level 3 (or willing to work towards it)
Qualifications	<ul style="list-style-type: none"> • CIAG qualification Level 2 	
Personal skills	<ul style="list-style-type: none"> • The ability to be vigilant, confident and competent in order to challenge learner views or extremist ideas • Be flexible to the needs of the business • Ability to build long term collaborative relationships 	

Terms of Employment:

Contract: Permanent, full time
Hours of work: 37.5 hrs a week.
Holidays: 28 days pa, including bank/public holidays.
The leave year runs from 1st January to 31st December
Probationary Period: 6 months
Notice Period: 1 month during the probationary period
Place of Work: Dimensions Training Solutions, Leicester
Benefits: Contributory pension scheme
Employee Assistance Programme



Full employment terms will be included within the contract of employment.

- **This position is subject to a satisfactory DBS check and references**

DTS are committed to Safer Recruitment Policies, Safeguarding, the Prevent Duty and promoting the welfare of children, young people and adults. We will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst all staff.

In line with being a Disability Confident Employer, your Equality, Health and Wellbeing is important to us. As an employee we expect you to respect not only other employees but clients and learners alike.

Please submit a cover letter / email detailing your relevant experience and your CV to recruitment@dimensionstrainingsolutions.co.uk