**North Ayrshire Citizens Advice Service**

**Job Description**

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

|  |
| --- |
| **1. JOB DETAILS**Job Title: Employability Officer Reports to: Business Development Manager Reporting to job-holder: N/ALocation: Saltcoats with travel across North Ayrshire Salary: £20,000 p.a.  |
| **2. OVERALL PURPOSE OF THE JOB *–***Provide financial inclusion advice and information services to key clients throughout North Ayrshire towards improving financial capability and increase employment readiness. Delivery of project outcomes through the provision of advice, casework, training and support of core services and bureau operation. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **3. PRINCIPAL ACCOUNTABILITIES *–*** *This describes the key areas of the job.***Main duties*** Deliver project awareness to all work provider partners and agree robust referral procedures between organisations.
* Successfully delivery of presentations, group sessions and one-to-one sessions on financial capability, debt management and income maximisation per month.
* To maintain and develop excellent relationships with Partner Agencies in the employment and third sector, ensuring that the client’s interests are paramount in any decisions made.
* Increase financial capability for people moving into work from the work programme by ensuring their acquisition of improved budgeting skills.
* To complete accurate CASTLE records for all clients seen and ensure all related paperwork and correspondence is filed appropriately in compliance with NACAS and project standards
* Review and assessment of project impacts towards identifying a suitable finance and continuous delivery model beyond project funding
* Provide monthly reports to key stakeholders on progression towards project outputs and outcomes, including statistical information
* To provide training and development to volunteers and advisers in relevant working areas, improving knowledge and understanding of project service
* To deliver an effective service to all clients through completion of all paperwork, correspondence and telephone enquires necessary in the progression of a client’s case.
* To attend all meetings as directed by the CEO, or delegated Manager.
* To ensure any Social Policy issues are recorded and reported to CAS as per NACAS procedures.
* To undertake any other tasks as directed by the CEO, or delegated Manager.

|  |
| --- |
| **These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.** |

**Person Specification****4. QUALIFICATIONS – ESSENTIAL/DESIRABLE**

|  |
| --- |
| **Essential**  |
| **1.** Higher Grade qualifications (or obtained this level through prior working experience.)  |
| **2.** CAB Trained Adviser. |
| **3**. Completion of specialist advice training.  |
| **Desirable** |
| **4.** Specialist relevant qualifications. |

**5. EXPERIENCE - ESSENTIAL/DESIRABLE**

|  |
| --- |
| **Essential**  |
| **1.** Experience in delivering projects with measured impacts and outputs. |
| **2.** Experience in delivering statistical reports for evaluation and progress reporting |
| **3.** Experience in communicating and building lasting relationships with key stakeholders and partnering organisation |
| **4.** Experience in delivering presentations and basic information training |
| **5.** Experience of working in a team environment with staff, volunteers and partnering organisations. |
| **6.** Experience of communicating and liaising with varying organisations. |
| **7.** Experience of delivering advice and information services to clients. Specific areas of Benefits, Energy Savings, Debt, Income Maximisation |
| **8.** Experience of working within the advice sector. |
| **9.** Knowledge of the key principles of CAB. |
| **10.** Demonstrable understanding of excellent customer care principles. |
| **11.** Experience of working in the area of money advice |
| **Desirable** |
|  |

**6. PERSONAL CHARACTERISTICS - ESSENTIAL**

|  |
| --- |
| **Essential**  |
| **1.** Highly motivated individual with drive and enthusiasm. |
| **2.** Capable of self-management with strong problem solving skills. |
| **3.** Proficient user of Microsoft packages (Word, Excel, Access and Outlook) and the Internet. |
| **4.** Excellent written and oral communication skills (particularly on the telephone and with all first line contact). |
| **5.** Excellent networking skills towards building effective relationships and trust |
| **6.** Capable of setting and delivering goals, attention to detail and good time management. |
| **7.** Positive and flexible approach towards collaborative working and delivery of service |
| **8.** Demonstrable commitment to equal opportunities. |
| **9.** Excellent planner and organiser. |
| **10.** Possess a clean driving license and have use of a car on a daily basis |
|  |

**7. PERSONAL COMPETENCIES *– as per agreed NACAS Competencies***

|  |
| --- |
| **Essential**  |
| **1.** Effective Communications |
| **2.** Personal Effectiveness |
| **3.** Strive for continuous improvement |
| **4.** Relationship Building |

 |
| **8. ADDITIONAL COMMENT *– I****nformation which is significant but not covered elsewhere in this description.*This role may involve travelling to and attendance at meetings throughout the region. The job holder will therefore be required to be flexible in approach and to travel as required.Note:**Every job description in the Organisation will be subject to a review either:*** **on an annual basis at the time of the annual appraisal meeting, or**
* **as a result of a change in strategic direction, or**
* **as a result of a team / operational requirements, or**
* **as a result of agreed performance appraisal needs and objectives, or**
* **within six months of appointment**
 |