

**Manchester City Council
Role Profile**

**Careers & Progression Advisor (Ambition Manchester), Grade 6
Manchester Adult Education Service,
Growth and Development Directorate
Reports to: Careers Progression Manager
Job Family: Community Learning**

Key Role Descriptors:

The role holder will provide high quality, customer focused, flexible and timely support directly contributing to the achievement of objectives of a high quality community learning service.

The role holder will effectively manage and co-ordinate resources dealing with multiple enquiries across a range of services.

The role holder will work collaboratively with colleagues and relevant stakeholders ensuring clear channels of communication to support the development and delivery of a service which will provide maximum benefit for service users across the community.

Key Role Accountabilities:

Observe best practice, evaluate performance and develop appropriate support to ensure continuous project improvement and successful outcomes for Manchester residents engaged with Ambition Manchester.

Ensure that all Ambition Manchester enquiries are dealt with efficiently and effectively within designated timescales, in accordance with the City Council's policies and procedures.

Keep up to date and accurate records in the appropriate format, producing statistical information when requested to demonstrate value and effectiveness.

Accurately research, analyse and produce a range of high quality communications, such as reports and briefing notes for various audiences and purposes.

Contribute effectively to the design, implementation and maintenance of high quality systems, information and procedures.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulted in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

MAES Purpose

Inspirational education which connects Manchester's adults to their potential, their community and their future.

MAES Strategic Objectives

Connecting to potential: Enable individuals to build on their strengths, developing the skills and the mindset they need to succeed.

Connecting to community: Equip learners with the skills and confidence to engage with and contribute to their community along with opportunities to do so.

Connecting to futures: Empower learners to progress with confidence and clarity about their next steps.

Connecting the employers: Collaborate with Manchester employers to design and deliver learning for their current and future workforce.

The Careers and Progression Advisor will manage a caseload of customers, providing tailored coaching and careers guidance to help them secure better employment through high-quality action plans. They will collaborate with employers, referral agencies and partners to support career progression.

They will ensure accurate records in line with GDPR, and work closely with the Careers and Progression Manager to meet project targets. The role may involve working outside standard hours and in various locations



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical Requirements (Role Specific)

- Hold at least a Level 2 IAG qualification (or be willing to work towards one) or equivalent recent experience of working within careers progression.