



Post: Creative Industries Contact Adviser

Reporting To: Creative Industries Co-ordinator

Main Contacts:

fnD/ ND Contract Manager, clients, Job Centre Plus staff, Prim Contractor representatives, external agencies, Creative Industries organisations and networks.

Main Purpose:

Work as part of a team based regionally throughout England and Scotland, providing individual mentoring, advice, tutoring and support to the unemployed in the Music and wider creative industries including those involved in artist management and promotion, events management, theatre and stage (performers, technicians and designers/artists) Photography, Entertainers and musicians (including DJ's, writers/lyricists).

Providing specialist support to clients across the full range of backgrounds. Clients will be in regular telephone and email contact with their contact adviser, and will meet with their regional adviser on a fortnightly basis. Clients are required to engage in open learning activities. The contact advisers and regional advisers will set targets, monitor activities (including attendance management) and progress and help the customer move into employment.

The programme is jobs focused and a key part of the programme is to help customers find work, or move into self employment. The programme is open learning based and does not include instrument or music technology tuition.

Key responsibilities:

- Reviewing each customer's work focused action plan at each point of contact, to measure progress, set SMART targets contained within action plans and provide motivational support for customers.
- Liaison with Jobcentre advisers and Prime contractor's staff providing progress reports, monitoring attendance and job outcomes.
- Helping customers to network effectively, understand the music and wider creative industries, related trade organisations and demonstrate the need for work to support their aspirations
- Advising and giving practical help with jobsearch including advising on CVs, biographies, applying for jobs, volunteering opportunities, work placement.
- Working within a team to deliver a high quality service.
- Attendance management – monitoring diaries, timesheets and attendance.
- Building and developing links with the music industry, music industry employers and organisations across England or the relevant region.
- Empathetic to the particular needs of the unemployed, working with the customer to remove barriers to work, for example through referrals to other support agencies.
- Building and developing links with other individuals and organisations involved in flexible New Deal provision, e.g. other JCP providers and contractors
- Working with our paper based and IT administrative systems and procedures efficiently, with a strong emphasis on managing the attendance and progress of clients.
- Using IT and other technologies on a daily basis to communicate with other staff, including our bespoke database.



- Working with clients across a region and in other regions where required.

Additional specific responsibilities will include the following:

Contact Adviser:

- Providing telephone, email and text based mentoring, tutor support and review sessions for a caseload of unemployed customers across England and Scotland.
- Answering calls from customers using our Contact Centre Helpline.
- Dealing with New Deal Personal Advisers and Prime contractor staff by telephone.
- In addition, contact advisers will be part of a regional team which delivers the programme, where they will be members of a team which delivers taught workshops on particular aspects of the course, and 'drop in sessions' to groups of customers, on a fortnightly basis.

This Job description is subject to regular review in accordance with changing organisational needs.



Person Specification

Essential Skills, Knowledge and Experience

1. A minimum of 1 year's experience of teaching, facilitation, mentoring, advising, training or developing people from a wide range of backgrounds.
2. Ability to help customers search for and find work, in the creative industries and other sectors, including self employment opportunities
3. Proven skills and experience in action planning, monitoring and reviewing progress.
4. Professional experience in the Creative Industries sufficient to offer comprehensive, current knowledge and experience.
5. Current links with the creative industries, its employers and organisations
6. Proven ability to keep accurate records, manage paperwork and a caseload and diary.
7. Committed to promoting equal opportunities and diversity.
8. Excellent communication skills, face to face and particularly using the telephone, with a wide range of people.
9. Empathetic with the particular needs of unemployed people, understanding barriers to work.
10. Willing to work flexibly across other regions on occasions, for which travel expenses will be reimbursed.
11. A team player, willing to undertake staff supervision, training and attend regular meetings.
12. IT literate across standard office applications and use of email and Internet
13. Efficient at working with paper based and IT administrative systems and procedures, with a strong emphasis on managing the attendance and progress of clients.

Desirable skills, knowledge and experience

1. Knowledge of, or skills in, providing additional or specialist support – for example, to people with low levels of basic skills, people with learning difficulties or disabilities, people with disabilities, speakers of other languages.
2. Experience of working with people with multiple barriers to work, such as housing problems, drug or alcohol misuse, mental health issues
3. Experience of working with unemployed people, including 18-24, 25+, lone parents
4. Skills in assessment, feedback to customers, Quality Assurance procedures
5. Experience in motivational techniques
6. Knowledge of recruitment practices and job search techniques

Qualifications required:

1. Desirable qualifications include teaching and assessment qualifications. education up to HND or degree standard. However, substantial work based experience and skills (at least 5 years) will enable candidates without such academic qualifications to apply.

Applicants will be tested at interview on their knowledge and currency of their subject area. Any applicant who does not have a level four qualification (HND / degree), who is successful at interview, will undergo a basic skills assessment before being formally offered the position.