

**Armstrong Learning is inviting applications for:
Music Industry Contact Advisers
Manchester**
Ref. MIPCA2



Salary: £17500 - 20500
2 positions available. Full time or job share / pro-rata.

Background

Armstrong Learning Ltd designs and delivers learning and mentoring in new and innovative ways. In the most recent Chief Inspector's report of Adult Learning, we were named as one of the best Training Providers in the country,

We deliver the national **New Deal for Musicians MIP (Music Industry Provider) Programme** across the whole of England, on behalf of Jobcentre Plus. This is a 13 week provision, which offers training and advice to unemployed musicians, programmers and DJs, aged 18 and over. Clients work for 13 weeks towards agreed music and career targets, studying from home, using workbooks and other learning materials to develop their skills and contacts, with regular face to face, email and telephone support from a team of music industry advisers, working regionally and from our head office in Manchester. Our advisers will set and monitor targets, including the completion of projects from specialist workbooks and personal music goals.

We aim to move clients further towards their goals within the music industry and to equip them with the skills and knowledge they need to move into employment.

The programme covers all areas of the music industry, delivering information and open learning through a series of 9 workbooks, which we developed for the Department for Work and Pensions. The workbooks can be viewed online at www.ndfmlearning.co.uk.

Hours of work

Full time hours are 37.5 per week, Monday to Friday working flexibly between the hours of 9am and 6pm.

Full time and pro rata / jobshare applications are welcome.

We are an equal opportunities employer and welcome applications from all. Applications from women, disabled people, and people from Black and Minority Ethnic backgrounds are particularly welcome as these groups are currently under represented.

The closing date is: 16th Feb 07 but early applications welcome

Please apply by enclosing your CV and producing a statement, which indicates

- How your skills, knowledge and experience address **each numbered point of the person specification.**
- If applying for jobshare, pro-rata or part time work, please state your current availability / desired working patterns.
- Please give details of your current salary.
- Please give details of any notice period.
- Please return with the completed Equal Opportunities monitoring form.

Email: info@armstronglearning.co.uk

Tel: 0161 247 7733/4

Armstrong Learning Ltd

26 Hulme Street

Manchester

M1 5BW

www.armstronglearning.co.uk

MIP Contact Advisers

Job Description

Contact advisers work in a team based in our head office in Manchester, providing individual mentoring, advice, tutoring and support to unemployed musicians, DJs and programmers across England.

Contact advisers provide specialist support across the full range of musical genres and backgrounds. Contact advisers are responsible for maintaining regular telephone contact with a large caseload of clients from across England, and for meeting clients from the North West district in person, every fortnight.

Clients are required to complete at least 30 hours of open learning activities each week. Contact advisers set educational and music based targets, monitor activities and progress, manage attendance and help the customer move into employment.

The programme is jobs focused and a key part of the programme is to motivate, help and support customers into looking for and finding work, or moving into self employment.

Key responsibilities for Contact Advisers include the following:

- Conducting telephone interviews for applicants to the programme.
- Providing telephone, email and text based advice, mentoring, tutor support and reviews for a caseload of unemployed musician customers across England.
- Identifying opportunities for work with every customer and helping them in a practical way e.g. with CVs, biographies, applying for jobs, volunteering opportunities, work placement.
- Dealing with New Deal Personal Advisers by telephone and letter, providing progress reports, attendance feedback and job search.
- Setting clear and achievable targets in a Learning and Development Plan, to measure progress, set goals and provide musical and motivational support for customers.
- Helping customers tap into networks of contacts and support to further their musical goals, using links with the music industry, music industry employers and organisations
- Completing paperwork accurately and working within our detailed paper based and IT administrative systems and procedures efficiently, with a strong emphasis on managing the attendance and progress of clients.
- Attendance management – monitoring diaries, timesheets and attendance.
- Working within a team to deliver a high quality service.

- Delivering taught workshops on particular aspects of the course, and 'drop in sessions' to groups of customers, on a fortnightly basis, in Manchester.
- Building and developing links with the music industry, music industry employers and organisations across England or the relevant region.
- Working with the customer to remove barriers to work, for example through referring to other support agencies.
- Building and developing links with other individuals and organisations involved in Jobcentre Plus provision, e.g. other JCP providers
- Using IT and other technologies on a daily basis to communicate with other staff, including our bespoke database.

MIP Contact Adviser

Person Specification

Essential Skills, Knowledge and Experience

1. Proven skills in teaching, mentoring, advising, training or developing people from a wide range of backgrounds.
2. Professional skills and knowledge of the Music Industry sufficient to offer comprehensive, current knowledge and practical skills in at least two of the following specialist areas:
 - Live performance including touring, instrumental skills, gigs, agents and promoters
 - Technology & production
 - Creating music including songwriting, writing for other media
 - Business, legal and self employment
 - Music marketing, distribution (includes online), media and PR
3. Comprehensive, current knowledge and skills across a variety of musical genres:
4. Current links with the music industry, music industry employers and organisations
5. Ability to help customers search for and find work, in music and other sectors, including self employment opportunities
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. Proven skills in action planning, monitoring and reviewing progress.
11. Willing to work flexibly across other regions on occasions, for which travel expenses will be reimbursed.
12. A team player, willing to undertake staff supervision, training and attend regular meetings.
13. IT literate across standard office applications and use of email and Internet
14. 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. 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. Skills in working with people with multiple barriers to work, such as housing problems, drug or alcohol misuse, mental health issues
3. Skills in working with unemployed people, including 18-24, 25+, lone parents
4. Skills in working with people with disabilities or from Black and Ethnic Minority backgrounds
5. Skills in assessment, feedback to customers, Quality Assurance procedures

Qualifications required:

1. Advisers will normally be educated up to HND or degree standard. However, substantial work based skills will enable candidates without such academic qualifications to apply. Desirable qualifications include teaching and assessment qualifications, music, music technology or music business higher qualifications.

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, may be required to undergo a basic skills assessment before being formally offered the position.