

JOB DESCRIPTION/ PERSON SPECIFICATION	
POST	Information Advice and Guidance (IAG) Officer
DEPARTMENT	Richmond Business School
GRADE	Scale 5/6 - £24,444 to £28,292 (Pro Rata)
REPORTS TO	Programme Manager Careers and Employability
DIRECT REPORTS	None
WORKING PATTERN	Part Time 0.6 FTE (Monday - Friday)

JOB PURPOSE

- To provide learners and public enquirers with information, advice and/or guidance about progression routes, careers and courses
- To deliver group and individual IAG sessions as required for example Job Clubs at both sites and in outreach, enabling learners who are unemployed, in unstable employment, or wishing to change careers to identify and develop skills to reach their goals and aspirations
- To ensure that learner data regarding IAG is up-to-date and appropriately logged onto college systems
- To proactively contact learners via phone, email or class visits as part of project work
- The working pattern will be spread over the working week Mon-Fri

MAIN DUTIES AND RESPONSIBILITIES

- To provide learners and public enquirers with Information Advice and /or guidance on progression routes, careers and courses
- To provide IAG to learners in other delivery sites, e.g. local school premises, prison and community centres
- To ensure that learners completing courses are advised of appropriate progression opportunities including paid and voluntary work
- To assist in the planning and delivery of college Open days and IAG events
- To assist learner services by answering email enquiries and live chat questions, and dealing with enrolments as directed by line manager
- To work with the Programme Manager Careers and Employability to develop partnerships within the local community, and work collaboratively with a range of colleagues across the college to ensure that learning, work and life opportunities for all learner groups are maximised.
- To assist with preparation and implementation of Matrix quality standard.
- To promote and implement Equality and Diversity and Health and Safety in line with college policy
- To carry out additional duties pertinent to the scope of the post as directed by the Principal

General Duties:

- To commit to ongoing professional development by undertaking job related training
- To contribute to the planning and development of the service as a member of the team
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns
- To carry out duties pertinent to the scope of the post as directed by the Principal or other senior managers of the College

The above are the key accountabilities as currently defined; they are not listed in priority order and should not be taken to be so. These accountabilities may be subject to periodic review, and the post holder will be expected to take on such variations as are consistent with the level of responsibility and purpose of the post.

PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements, and will also ideally hold the desirable attributes.

		ESSENTIAL	DESIRABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
	KNOWLEDGE			
1	Commitment to Equality and Diversity, Safeguarding and Health and Safety	✓		I
2	Knowledge of education and training opportunities for adults		✓	AF, I
3	The ability to establish, maintain and update record keeping systems	✓		AF, I
	ABILITIES/SKILLS/EXPERIENCE			
4	Ability to write reports for a range of audiences and to a high standard	✓		AF, I
5	An ability to problem solve and act on own initiative	✓		AF, I
6	Good IT skills, and ability to use a database	✓		AF, I
7	Willingness to work occasional evenings and weekends	✓		AF, I
8	Ability to review and evaluate performance effectively	✓		AF, I
9	An ability to work effectively in a team	✓		AF, I
10	Ability to effectively communicate with customers to ascertain their needs and give appropriate Information Advice and Guidance	✓		AF, I
11	Ability to communicate with a range of people with courtesy and respect, including students, tutors, external clients and other College staff and members of the public	✓		AF, I
12	Experience of delivering IAG using a range of methods		✓	AF, I
	QUALIFICATION			
13	Level 2+ qualification in Information, Advice and Guidance, or willingness to work towards achieving qualification	✓		AF