



Person Specification

Job Title

Pathways Advisor

Qualifications		✓
Essential		
1. Qualification up to Level 3		A
Qualifications		
Desirable		
2. Mental Health First Aid Qualification		A
3. First Aid Qualification		A
4. Customer Service Qualification		A
Key skills		
Essential		
<ul style="list-style-type: none"> Empathy with those on Programme and skills and attitude to empower and inspire them to meet their potential 		A/I A/I
<ul style="list-style-type: none"> Able to work to tight deadlines and be able to prioritise and manage own workloads to meet Employer and Customer demands 		A/I
<ul style="list-style-type: none"> Strong communication skills, both verbal and in writing, at all levels 		A/I
<ul style="list-style-type: none"> Working towards 100% compliance across quality outputs 		A/I
<ul style="list-style-type: none"> Ability to inspire, encourage and motivate Employers and Customers 		A/I
Experience		
Essential		
<ul style="list-style-type: none"> Previous Experience in a similar role including caseload management 		A/I
<ul style="list-style-type: none"> Clear demonstrable Employer Engagement experience 		A/I
<ul style="list-style-type: none"> Strong understanding of the Welfare to Work Sector, Housing and Benefits systems 		A/I
<ul style="list-style-type: none"> Production of high-quality written work 		A/I
<ul style="list-style-type: none"> Ability and experience of working as part of a team and on own initiative 		A/I
<ul style="list-style-type: none"> Achievement of working in a results and target driven role 		A/I
<ul style="list-style-type: none"> Strong IT and administrative skills including use of Microsoft Office 365 		A/I
Desirable		
<ul style="list-style-type: none"> Experience of organising events for both internal and external audiences 		A/I
<ul style="list-style-type: none"> Excellent communication skills and ability to adapt to individual customer needs 		A/I
Knowledge		
Essential		
<ul style="list-style-type: none"> Clear understanding and empathy with issues of disability and the barriers preventing people with disability accessing paid employment 		A/I
Desirable		
<ul style="list-style-type: none"> An appreciation of the needs and expectations of people with disabilities/learning difficulties and the implications on accessible resources 		A/I
Other personal requirements		
Essential		
<ul style="list-style-type: none"> Ability to solve problems and use own initiative in challenging situations 		A/I
<ul style="list-style-type: none"> Able to effectively manage a varied and sizeable workload 		A/I
<ul style="list-style-type: none"> Approachable, helpful and ability to remain calm under pressure and make independent judgements 		A/I A/I
<ul style="list-style-type: none"> Be prepared to work flexibly to fulfil the duties and responsibilities of the post both off-site at any one of the Portland Pathways hubs and on-site at Portland College 		A/I
<ul style="list-style-type: none"> A respectful and inclusive attitude to service users and colleagues 		A/I

✓ How we intend to assess your match with our person specification

A Application Form

C Assessment Centre

I Interview