



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

- Empathy with those on Programme and skills and attitude to empower and inspire them to meet their potential
- Able to work to tight deadlines and be able to prioritise and manage own workloads to meet Employer and Customer demands
- Strong communication skills, both verbal and in writing, at all levels
- Working towards 100% compliance across quality outputs
- Ability to inspire, encourage and motivate Employers and Customers

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Experience

Essential

- Previous Experience in a similar role including caseload management
- Clear demonstrable Employer Engagement experience
- Strong understanding of the Welfare to Work Sector, Housing and Benefits systems
- Production of high-quality written work
- Ability and experience of working as part of a team and on own initiative
- Achievement of working in a results and target driven role
- Strong IT and administrative skills including use of Microsoft Office 365

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Desirable

- Experience of organising events for both internal and external audiences
- Excellent communication skills and ability to adapt to individual customer needs

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Knowledge

Essential

- Clear understanding and empathy with issues of disability and the barriers preventing people with disability accessing paid employment

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Desirable

- An appreciation of the needs and expectations of people with disabilities/learning difficulties and the implications on accessible resources

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Other personal requirements

Essential

- Ability to solve problems and use own initiative in challenging situations
- Able to effectively manage a varied and sizeable workload
- Approachable, helpful and ability to remain calm under pressure and make independent judgements
- 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 respectful and inclusive attitude to service users and colleagues

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

A Application Form

C Assessment Centre

I Interview