



## Person Specification

Job Title

**Pathways Advisor**

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

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

A Application Form

C Assessment Centre

I Interview