**The Whitechapel Centre**

**Job Description**

**Post: Vocational Guidance Administrator**

**Reports to: Team Manager (Recovery Campus)**

**Grade: National Joint Council (NJC) 21 – 28**

**Disclosure and Barring Vetting**

This post, due to its nature, duties and responsibilities, will be subject to a check by the Disclosure & Barring Service (DBS). The level of check, which will apply, shall be an “Enhanced” level check. Information about this disclosure can be found at: [www.disclosure.gov.uk](http://www.disclosure.gov.uk)

**Purpose of Job**

To provide safe, supportive, person centred and non-judgemental learning and development opportunities which enable people with multiple and complex needs to make positive changes in their lives.

To contribute to the maintenance of a cohesive, active partnership with Waves of Hope delivery partners and wider stakeholders ensuring clients are able to take advantage of all appropriate services and networks.

To monitor and review the success of learning programmes and individuals’ progression and to ensure the continuing success of the wider Recovery Campus.

**Duties and responsibilities**

1. To assess referrals of prospective participants and ensure clients accepted onto the project fall within project selection criteria.
2. To work with clients to complete an assessment of learning and development needs and aspirations.
3. To develop, implement and review individualised, person centred, support plans in partnership with Waves of Hope delivery providers which facilitate personal development and move on.
4. To source and develop learning & development programs which meet identified needs.
5. To offer clients high quality information, advice and guidance on relevant learning and development opportunities open to them.
6. To provide information, advice, and guidance to learners on relevant support and welfare interventions, and facilitate access to these so as to overcome barriers to participation.
7. To liaise with the Recovery Campus Manager to publicise, promote and encourage take-up of learning and development activities.
8. To deliver and administrate learning & development interventions on a range of issues using recognized training techniques and tools which encourage client participation, attendance and retention.
9. To co-ordinate off-site activities as required.
10. To support the Recovery Campus Manager to track and report on referrals, engagement, attendance, retention, progression and achievement.
11. To maintain clients’ learning & development records.
12. To compile and collate qualitative and quantitative statistics, including outputs and outcomes information to support the evaluation of individual learning programmes, as well as the wider Recovery Campus.
13. To identify clients not progressing or succeeding on the campus and to liaise with the recovery Campus Manager, tutors, support providers and other stakeholders to develop strategies and interventions that encourage and support clients to complete learning and development opportunities.
14. To be responsible for allocated resources for sessions and events.
15. Support relevant verification processes and liaise with awarding bodies, where relevant.
16. To maintain up-to-date knowledge of current learning and development design and methodologies.
17. To establish and maintain productive relationships with external training providers.
18. To manage and maintain in-house learning and development facilities and equipment.

**Other duties**

1. To maintain appropriate records and administration systems to ensure services are efficient and effective.
2. To work flexibly to allow for direct service provision and organizational duties including evening, bank holiday, weekend, cold weather and Christmas working.
3. To be available to work on-call to respond to emergencies.
4. To work in other sections of the organisation, as required.
5. When deemed appropriate by Whitechapel Management, to undertake the lead role in various work and organizational issues.
6. To attend all staff meetings.
7. To represent the organisation as required.
8. To work at all times within The Whitechapel Centre’s Equal Opportunities Policy and all other policies, procedures and working practices.
9. To contribute to the review and development of the organisation.
10. To be involved in the training and induction of staff.
11. To undertake other duties as may be required from time to time.

The post holder will normally undertake duties as per their job description. S/he will on occasion, and in necessary circumstances, be called upon to undertake work in other locations in order to facilitate the work of The Whitechapel Centre.

**Training**

The post holder will be expected to undertake training and retraining throughout employment in this post and will be expected to discuss and identify their training goals, with their line manager, to develop their knowledge base and ability in their role.

**Health and Safety**

Each employee has a duty under the health and Safety at Work Act (S.7) to take reasonable care of the health and safety of themselves and others at work , whether colleagues, service users, visitors or contractors.

The Whitechapel Centre is a non smoking organisation**.** All staff have a duty to personally observe and ensure adherence to the organisation’s Smoking Policy, the purpose of which is to ensure that staff, visitors and service users are not exposed to tobacco smoke in and around Whitechapel premises, and during the course of business.

**Review of this Job Description**

The information in this job description may need to change from time to time in the light of management or legislative changes. Before implementation and where appropriate, such changes will be discussed and agreed with you.

Last updated: April 2015