



Job description			
Job title	Employment and Training Advisor		
Grade	G		
Directorate	Regeneration & Economic Development		
Service/team	Knowsley Works		
Accountable to	Lead Employment and Training Advisor		
Responsible for	The effective and efficient operation of services to clients and customers		
JE Reference	A4438	Date Reviewed	7 th May 2025

Purpose of the Job

Work as a member of the Knowsley Works Service to provide a high standard of information, advice, and guidance to residents of Knowsley who are looking to access training and employment opportunities.

Deliver effective and efficient provision of customer services to ensure that the provision is delivered in accordance with the Knowsley Works Service Plan. Provide high standards of customer care and presentation, and play a vital role in the delivery of all employment services.

To work closely with local employers and training providers in Knowsley and Liverpool City Region, to match their requirements with the skills of local people

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To conduct individual information, advice or guidance interviews with clients which help the client to identify and agree realistic career goals, by using various assessments tools and creating actions plans specific to individual needs.
- To provide clients with ongoing support and assistance which helps identify employment or training related opportunities, increases their chances of securing employment or a training place, and provide skills enabling the client to become more independent and self-motivated.



- To manage own client caseload and assist the line manager in the monitoring of client caseloads and provide colleagues with support relating to the management of personal caseloads and record keeping.
- To conduct follow-up work with clients to identify their individual exit routes from the Knowsley Works programme and provide additional after-care support to clients which helps support their employment retention.
- To conduct individual and group sessions from a variety of locations across the Knowsley area.
- Adhere to the service's administrative and reporting procedures, including the management of client records, and contribute to information, data, and statistical reports.
- Meet individual targets set and contribute towards achieving overall service targets and contractual requirements.
- Assist with achieving relevant targets set for the team.
- Assist with monitoring appropriate budgets.
- Assist with the selection, training and appraisal of appropriate clients/customers/staff to encourage the highest standards of performance and customer service.
- Consult with appropriate agencies and Council services.
- Deal with comments and complaints promptly and courteously and ensure that any deficiencies and scope for improvement in the quality of service are dealt with appropriately.
- Carry out clerical, administrative, and financial procedures, meeting appropriate deadlines.
- Supervise appropriate work placements, including customers and employers.
- Assist and deputise for appropriate team leaders, for example attending meetings, conducting specific pieces of work.
- Participate in monitoring and evaluation of services and use of resources.
- Practice and promote fair and equal treatment of staff and customers throughout the course of performing all duties contained within this job description.
- Act within Council and Service Policies, Standing Orders, and all current legislation.
- Open and secure buildings including key holding where necessary.
- Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough and to work across all areas of the Employment and Skills team when required.
- The holder of this post will work exclusively on the Ways to Work ESF programme.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.