



Post: Careers Officer

Department: Himilo

Reports to: Curriculum and Quality Manager

Working Hours: 3 to 4 days (up to 30 hours)

Contract: Fixed Term

Contract end date: 31st July 2024 (in the first instance.)

Salary: Band 4 £25,242 pro rata

Location: 2nd Floor, Eden House, Eastgate Office Park, Eastgate Road, Bristol, BS5 6XX

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

To mentor and offer career advice and guidance for refugees and migrants via one-to-one sessions and employability workshops. Although this is fixed term until the end of July 2024 in the first instance, for the right candidate there may be an opportunity to continue in this role beyond that date.

Key Responsibilities

- To work with individuals who are seeking employment and training.
- To deliver one to one information, advice and guidance to clients.
- To offer employability workshops to clients as required.
- To work with clients to secure jobs and training
- To work closely with employers to match clients with economic opportunities.

- To establish and maintain strong connections with organisations and charities that support refugees and migrants for referrals and progression routes.
- To complete enrolment sign ups and fulfil any admin duties required to support compliancy requirements of funders and to support the maintenance of quality of internal processes.
- Input client information into the CRM system, Salesforce.
- To attend Job Fairs and ACH led events to seek opportunities for clients.
- To run information sessions and pre-select candidates to move on to into-work programmes/ opportunities.
- Deliver CIAG to clients that have been successful in securing employment for 3 months after starting employment.
- Work as a member of the team, take part in supervision, appraisal, team meetings, training and other staff events as required.
- This list is not exclusive or exhaustive, you may be asked to perform other duties deemed necessary by your line manager.

Person Specification

| | Essential | Desirable |
|-----------------------|--|---|
| Qualifications | At least Level 2 qualified in Information, Advice and Guidance | Willingness to work towards Level 4 Information, Advice and Guidance Qualification (if not already achieved.) |
| Experience | <p>Experience of offering information, advice, and guidance to service users in a previous role.</p> <p>Experience can include Coaching, mentoring or advisory capacity.</p> <p>Demonstratable experience working with refugees, migrants, and asylum seekers.</p> | |
| Knowledge | <p>Knowledge of Information Advice and Guidance (IAG) guidelines and framework.</p> <p>Local labour market knowledge.</p> | |
| Skills | Strong verbal and written communication skills with an ability to work across different cultures and communities. | |

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| | <p>Good IT skills – ability to work on CRM systems.</p> <p>Confident Microsoft skills, Outlook, Excel, word and PowerPoint.</p> | |
| Personal Attributes | <p>Commitment to empowering refugees, providing advocacy and culturally sensitive support.</p> <p>Confident in liaising with external agencies for referral purposes and strategic partnerships.</p> <p>A Commitment to Equality and Diversity Principles.</p> | |

How to apply

To apply please complete our application form by clicking 'Apply today' below. For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, [Werner Lourens - werner.lourens@ach.org.uk](mailto:werner.lourens@ach.org.uk).

Applicants need to have right to work in the UK to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.