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## MTIB Recruitment – July 2024

MTIB is a Charity and Social Enterprise, which trains, develops and provides support for disabled and disadvantaged people in moving closer to and into sustainable employment. The organisation was established in 1923 and we have gained a reputation for delivering quality services to customers across South Wales.

We now have some exciting opportunities for a new staff member to join our team and are offering the opportunity for the successful candidate to become a member of our motivated, skilled and dedicated Employment and Training Team to deliver our employability and training contracts.

MTIB offer our staff an attractive package including a 36-hour working week Mon-Thur 8am till 4pm & Friday 8am till 2pm and a company pension scheme in an inclusive work environment where we strive to offer an excellent work / life balance as well as career development opportunities. MTIB is a caring and supportive organisation and we actively promote and support health and wellbeing for all our staff, evidenced by our very low staff turnover. Our company core values are based around a Person Focused organisation with trust, teamwork, respect and commitment at the centre of all we do and we are a Disability Confident Leader organisation, encouraging applications from individuals from diverse backgrounds.

If you would like to make a real difference to people's lives and believe you have the necessary attributes to support people in their goal of achieving employment, we would welcome you to apply for our current vacancy. **You can apply by sending us your CV and a covering letter (email) of no more than 2 pages, outlining your skills and experience (or transferrable skills) and how these match the job summary and attributes below. Closing date for applications is Wednesday, 31st July 2024 at 4pm. Starting Salary of around £25,500 (subject to change due to current pay review with an increase after successful completion of probationary period).**

Please send CV and cover letter to [morena@mtib.co.uk](mailto:morena@mtib.co.uk) and feel free to call either Morena or Petra on 01685 370072 for an informal chat about the role.



## Employment & Training Advisor x 1 (FTE)

**Job Summary/Purpose:** To provide support, guidance and training to unemployed customers with often complex barriers, with the aim of improving their chances of gaining suitable, sustainable employment. To ensure that a high standard of customer care is provided for our customers throughout the duration of the programme. To forge positive, strong relationships with employers and explore recruitment opportunities. Practice tact, discretion, and sensitivity. To act as a champion for MTIB and to positively promote our values and vision in MTIB delivering our social value agenda.

**Key Duties / Responsibilities** We expect our advisors to:

- To build relationships with customers and through advice and support help them identify and work through any barriers to employment
- To have a creative and inclusive approach to engaging with customers
- To be responsible for a caseload of customers. Addressing their needs using diagnostic tools and agreeing an individual action plan
- To work with customers on a one to one or group basis as appropriate
- To maintain frequent contact with customers and to offer guidance, support and advice throughout the duration of the programme
- To interview customers to scope out and understand their individual needs and potential
- To motivate, encourage and support customers to move towards employment and to offer a bespoke package of support to meet their individual needs
- To utilise a positive 'Can Do' attitude to identify solutions to employer and customer barriers
- To work with the wider team to deliver employability and soft skills training, which will include confidence and motivation, CV Writing, Interview techniques, skills checks, digital skills and job search
- To maintain customers records in line with MTIB and contract / programme standards
- To act as a role model and deliver a range of support which motivate and empower customers
- To assist customers to plan and progress in line with their action plans, towards improving their life and employment chances
- To be responsible for ensuring all appropriate and relevant key performance indicators are consistently achieved, on time and to agreed deadlines
- To meet all deadlines and targets as required by the needs of the contract / programme
- To accurately maintain relevant IT and administrative systems, producing accurate and timely management information
- To embrace MTIB's agenda of continuous improvement, customer focus, relationship management, innovation, successful achievement
- Attend team / departmental meetings on a regular basis and contribute to building effective teams by exchanging views, ideas and communicating effectively
- To support colleagues across the organisation to achieve wider business aims and to successfully deliver our social values agenda
- To be respectful and treat others with dignity, being aware of equality and diversity within the workplace at all times
- To undertake Training as necessary for CPD

This post requires local travel and the postholder must have a full, clean driving licence and access to a vehicle – or alternative other provision for transport (e.g. ATW)

## Confidentiality

Personal information and many of the duties of this post are of a confidential nature and therefore this post requires an Enhanced DBS check.

### ATTRIBUTES

#### E = ESSENTIAL D = DESIRABLE

#### Qualifications

- Good General Education (e.g. GCSE English and Maths) (E)
- QCF Information Advice & Guidance Level 3 or 4. (D)
- QCF Customer Service Level 3 or 4 (D) Or Equivalent Experience. (D)
- QCF level 3 in Assessing Vocational Achievement (formerly A1) (D)
- The successful applicant will be prepared to engage in Employability Sector training (E)

#### Experience and Knowledge

- Experience of offering a high standard of customer service (D)
- Experience of working with unemployed people in outcome focused support to improve employment prospects, or experience with a similar skill set (D)
- Experience of completing face to face interviews and creating and delivering customers bespoke action plans. (D)
- Experience of liaising with individuals from diverse backgrounds (E)
- Experience of delivering support/training on improving confidence, motivation and CV writing (D)
- Ability to problem solve and be an effective team player (E)
- Experience of working with people with health conditions / complex barriers to employment (D)
- Experience of delivering & assessing formal qualification (D)

#### Aptitude and Abilities

- Excellent interpersonal skills with the ability to effectively communicate with individuals at all levels (E)
- Ability to demonstrate experience of successful partnership working (E)
- Ability to work under pressure and adhere to multiple deadlines (E)
- The ability to work with trust and autonomy (E)
- Excellent problem-solving skills and a 'Can Do' Attitude (E)
- Ability to identify solutions to barriers for both employers and customers (E)
- To be competent in the use of technology with excellent IT skills (E)
- Must be a team player and display strong motivational, customer service and organisational skills (E)

#### Personal Qualities (Essential)

Compassion	Ability to work with diverse teams
Kindness	Empathy
Resilience	Adaptable & Flexible
Ability to work independently & under own initiative	
Supportive of staff and customers	