

## CST Client Advisor

### JOB DESCRIPTION

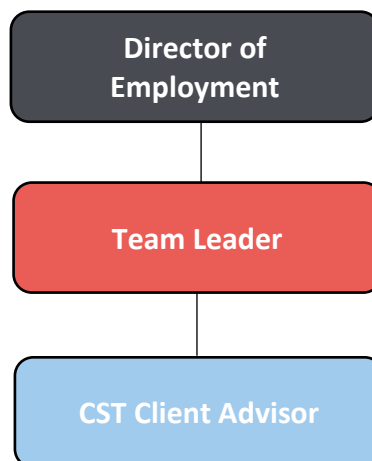
**Location:** Support Centre, Birmingham

**Work pattern:** 35 hours per week. Work on a weekly shift-rotational basis covering three shifts between 8am and 8pm Monday to Friday. This includes working one Saturday in nine between 8.30am – 2pm.

**Responsible for:** n/a

**Interaction with:** Directors, Managers, and Staff at FEC as well as stakeholders, clients, etc

**Reporting line:**



**Role (Brief overview):** The CST Client Advisor will play a pivotal role in assisting clients transitioning from military to civilian life by providing tracking, referral, and job matching services. Working closely with the Central Support Team (CST), the CST Client Advisor will offer advice and guidance to both clients and employers, utilising the Meganexus CRM and the CTP internet platform.

#### Principal Responsibilities:

- Monitor the progress of clients through telephone and email tracking, adhering to CTP relevant work instructions.
- Refer clients to appropriate resources such as Employment Advisors, Specialist Employment Consultants, or Career Consultants, in alignment with CTP work instructions.

- Provide responsive helpdesk support to employers and service leavers requiring assistance with CTP online services.
- Accurately record all interactions with clients and employers on the CTP Meganexus CRM.
- Track client outcomes post-discharge and record successful "Employment" outcomes.
- Encourage employers to utilise the CTP registration and vacancy posting process.
- Assist in promoting CTP services to service leavers and employers.
- Provide cover for other team members during absences or holidays.
- Undertake additional tasks and requests as directed by the CST Supervisor.

## **PERSONAL SPECIFICATION**

### **Essential Competencies:**

- Experience in guiding, advising, and supporting individuals.
- Strong ability to collaborate effectively with both internal and external stakeholders, fostering positive relationships across all levels.
- Highly organised with excellent IT proficiency, including experience using Microsoft Suite, Outlook and CRM systems.
- Extensive experience in business administration with strong database management skills.
- Proactive and supportive team player who contributes to a diverse and dedicated team.
- Deep empathy and understanding of ex-forces personnel, including the challenges they may face whilst transitioning into civilian employment.
- Self-motivated with the ability to work independently while also engaging with the team as needed.
- Confident and outgoing personality, with excellent communication, interpersonal, and influencing skills, enabling effective interaction at all levels.

### **Desirable Competencies:**

- A good understanding of, or a strong interest in the employment and recruitment sector.
- Resilient and adaptable, capable of managing the demands of the role with a proactive and responsible approach.
- NVQ Advice and Guidance Level 4 or higher.

### **Security Clearance**

- The successful candidate will require an MOD Security Clearance.