

NST Client Advisor

JOB DESCRIPTION

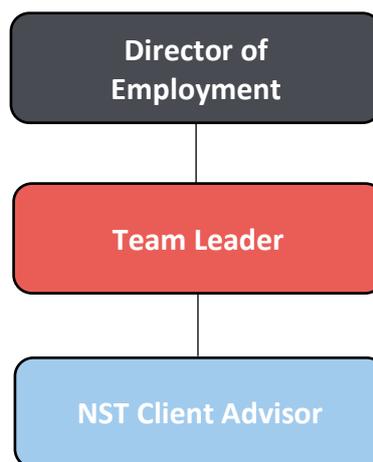
Location: Support Centre, Birmingham

Work pattern: 35 hours per week. Work on a weekly shift-rotational basis covering three shifts between 8:00am and 8:00pm Monday to Friday. This includes working one Saturday in five between 8.00am – 2:00pm.

Responsible for: n/a

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

Reporting line:



Role (Brief Overview): The Client Advisor role will deliver Initial support to veterans who have served in the UK Armed Forces and have been in contact with or are involved with the Justice System.

Principal Responsibilities:

- Receive referrals for Veterans who are at risk of contact with the Justice System or are involved in the Justice System.
- Upload referral data to our Case management system accurately
- Review and Process referrals, and commence the initial tracking process to engage with the veterans, within 2 working days

- Manage conversations effectively while engaging with veterans, identifying any points that may require further investigation
- Complete the Initial Assessment with the veterans
- Obtain consent and validate the veteran's proof of service
- Allocate the case to the appropriate region via the Regional Manager
- Provide accurate advice and guidance to veterans and stakeholders via the helpdesk throughout the day, ensuring all communication is professional and compliant with GDPR.
- Maintain accurate and factual individual case notes on the Salesforce case management system at the point of contact, ensuring records are kept up to date
- Undertake additional tasks and requests as directed by the Team Leader

PERSONAL SPECIFICATION

Essential Competencies:

- Experience in guiding, advising, and supporting individuals.
- High level of accuracy, attention to detail, and ability to always maintain confidentiality.
- Strong ability to collaborate effectively with both internal and external stakeholders.
- Strong interpersonal skills with the ability to communicate clearly (written and verbal), build positive relationships, and influence effectively at all levels.
- Highly organized with excellent proficiency, including experience using Microsoft Suite, Outlook and CRM systems.
- Experience in business administration with strong database management skills.
- Proactive and supportive team player who contributes to a diverse and dedicated small team.
- Deep empathy and understanding of Ex-Forces personnel, and the challenges they may face when transitioning to civilian life, including Mental Health, and crisis management.
- Self-motivated with the ability to work independently while also engaging with the team as needed.

Desirable Competencies:

- A good understanding of those in the Justice System.
- NVQ Advice and Guidance Level 4.

- Experience using Salesforce (training will be provided for the successful candidate if needed).
- Resilient and adaptable, capable of managing the demands of the role with a proactive and responsible approach.

Security Clearance

- The successful candidate will require an Enhanced Disclosure & Barring Service check (EDBS) and Police Vetting (NPPV2).