



Digital Careers Advisor CANDIDATE BRIEF

JOIN THE **PURPLE** REVOLUTION
TRANSFORMING LIVES THROUGH LEARNING



Learning Curve Group (LCG) is one of the UK's leading providers of high-quality skills training, providing education and training nationally. For over 16 years LCG has delivered a wide range of training solutions to meet the needs of employers and individuals – from apprenticeships and diplomas to short courses and vocational certificate programmes.

Our 'Purple People', the dedicated and passionate people of LCG, help us to deliver success no matter what, to achieve our vision to 'transform lives through learning'.

Why Purple?

You might have already guessed but Purple is our favourite colour – it has been since we opened in 2004. Our love for Purple has grown over the years with many of our amazing staff saying, "If you cut me in half, I'd bleed Purple!"

– in fact the more diverse our workforce is, the better! You become a Purple Person by living and breathing our core values – we'll talk more about them shortly!

Beyond the values it's about what you do every day that makes the difference.

Purple People are inquisitive and ask the right questions that help you learn something new every day. It's about working hard and being kind to those around you – making sure we help each other to reach our potential. What we ask of our Purple People the most though is that you LOVE what you do and have fun while you're doing it. But when you're transforming lives through learning, enjoying your job is the easy part!

Take a look at our mission, vision and values so you can start to see how you'll slot in.

ABOUT LEARNING CURVE GROUP

Vision

Transform lives through learning

Values

- P** PASSIONATE - We're passionate about everything we do, especially creating as many opportunities as we can for both young people and adults to gain new skills.
- U** UNSTOPPABLE - We are committed to continually exploring ways to improve the service that we offer for the benefit of our learners, partners, and employers.
- R** RIGHT - We endeavour to be open, honest and fair in our dealings with learners, employers, partners and stakeholders. We also aim to get it right first time.
- P** PARTNERSHIPS - We continually strive to deliver excellence through strategic and sustainable partnerships with a wide range of FE organisations, employers and wider stakeholders.
- L** LEARNERS - We keep our learners at the centre of everything we do and we are driven by the desire to provide life-changing opportunities for them.
- E** EMPOWERED - We are passionate about supporting Purple People at all levels, empowering them to realise their full potential and progress.

ABOUT THE ROLE

Location	Remote
Employment Type	Permanent
Hours & Working Pattern	Monday - Friday, 09:00 - 17:00
Salary	£25,000 - £28,000

OVERVIEW

Learning Curve Group are national training provider going through an exciting period of change and growth across all its services. As part of this growth, we have seen our digital provision go from strength to strength, supporting learners through IT and digital qualifications. To ensure the learners have a robust induction, we are looking to recruit a tech savvy and inspirational individual to provide high-quality Careers Education, Information, Advice and Guidance prior to starting their course. With national coverage the majority of sessions will be delivered online in a group format using web based meeting/classroom software. You will need sound technical knowledge of the IT and digital sector and be able to guide learners with the careers opportunities available to them following completion of the course.

You will need these important qualities:

- Good organisational planning skills
- Flexible
- Drive and enthusiastic to support learners
- Self-reliant and able to manage own workload
- Ability to work effectively as a member of a team

DUTIES:

- To deliver high quality CEIAG sessions on a one-to-one and group basis
- Responsible for running all learner inductions prior to them starting their course
- Schedule and organise Q&A sessions with learners
- Empower and develop learner confidence
- With your understanding of the market, impart your knowledge on to the learners
- Deliver personalised support to learners where necessary
- Work proactively with the Enrolments and Administration team to ensure a streamline and effective process
- Support with the enrolments of learners on to their chosen course
- Develop and maintain effective channels of communication
- To maintain your personal development to keep up to date with any changes in the IT/Digital sector
- Provide learners, customers and colleagues with support, advice guidance as part of your everyday role
- Conduct your role in line with the company values and expected behaviours
- Promote equal opportunities and recognition of diversity throughout the company
- Comply with the Safeguarding, Prevent and Health and Safety Policies and be vigilant to potential concerns and risks at all times
- Ensure confidentiality and professionalism at all times.



Essential Criteria

We love to develop our people so even if you don't meet 100% of the essential criteria, we strongly encourage you to apply.

- Good knowledge of the IT and Digital industry
- Experience providing CEIAG and/or induction sessions
- Extensive communication skills, both written and verbal
- Good customer service skills
- Excellent level of IT and computer skills

Desirable Criteria

- L2 IAG Qualification

Will I manage people?

Is driving essential?

Can this role be performed remotely?

How often will I be required to travel? Occasionally, to attend team meetings and 1:1s

Induction

We know starting a new job can be daunting which is why you will have a structured training plan for your first few weeks set out by your manager, and specific to your role. Where possible, you will spend a day or two at our amazing HQ to pick up your equipment, uniform and get to know some of your colleagues!

Safeguarding

Learners are at the centre of everything we do – it's because of that we'll need references from your previous employer(s) and maybe even a DBS (dependent on your role!)



WHY WOULD I WANT TO WORK HERE?

Aside from our amazing staff, there are some pretty great reasons to want to work for Learning Curve Group. We hold a range of impressive accolades awarded by external companies in relation to staff engagement and culture.

Best Companies

We have not been listed as one of the top 100 companies to work for THREE times! In the Q2, 2021/22 survey, we placed:

- 37th in top 100 companies to work for,
- 8th in the North East's best companies to work for
- 4th in the Education and training best companies to work for

We are so proud of this achievement because it is the feedback from staff surveys that resulted in these results meaning our people are happy and engaged.

Investors in people

Since 1991 Investors in People has set the standard for better people management and Learning Curve Group are delighted to hold the prestigious Gold Standard Award. Our IIP accreditation provides assurance that we invest in our staff and as celebrated in our last report, have strengths in relation to reward and recognition.

We Listen

Employee feedback is hugely important to us and is why we have so many forums for you to have your say, ask brilliant questions or give creative and new ideas!

- ✓ Keeping in Touch (KIT) Meetings are held every two months where a rep from every team across the business down tools and chat to our CEO, Brenda. It's a fantastic opportunity to be nosy and ask those burning questions.
- ✓ CEO Briefings are held every other week via our Facebook workplace and are very popular amongst the Purple Family. Brenda takes the time out to Welcome new starters, update us on any changes in the business or sector and most importantly celebrate all successes great and small
- ✓ Great ideas is another fantastic way for you to have your say. It might be a suggestion to improve a process, or the way we work. No matter how big or small, all ideas are welcomed

We are diverse

You're unique – and we love that about you. As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.

Don't just take our word for it though! Our commitment to a number of covenants and pledges will show you just how serious we are about equal opportunities for all:

- ✓ Disability Confident Employer
- ✓ Armed Forces Covenant Silver
- ✓ Domestic Abuse Covenant
- ✓ Durham Enable
- ✓ Care Leaver Covenant



We want you to succeed

Imagine a training provider that doesn't support staff development!? Luckily that's not us, and at every opportunity we will encourage you to develop your knowledge and skills. As part of the "Purple People Academy" you can access a wide range of resources:

- Mandatory CPD
- Flexible Learning
- Apprenticeship Programmes
- CPD
- Leadership and Management courses
- Learning and Development Library
- Webinars, Seminars and Podcasts
- Careers Guidance
- Links to Professional Bodies and Forums



WHERE DOES MY ROLE FIT IN?

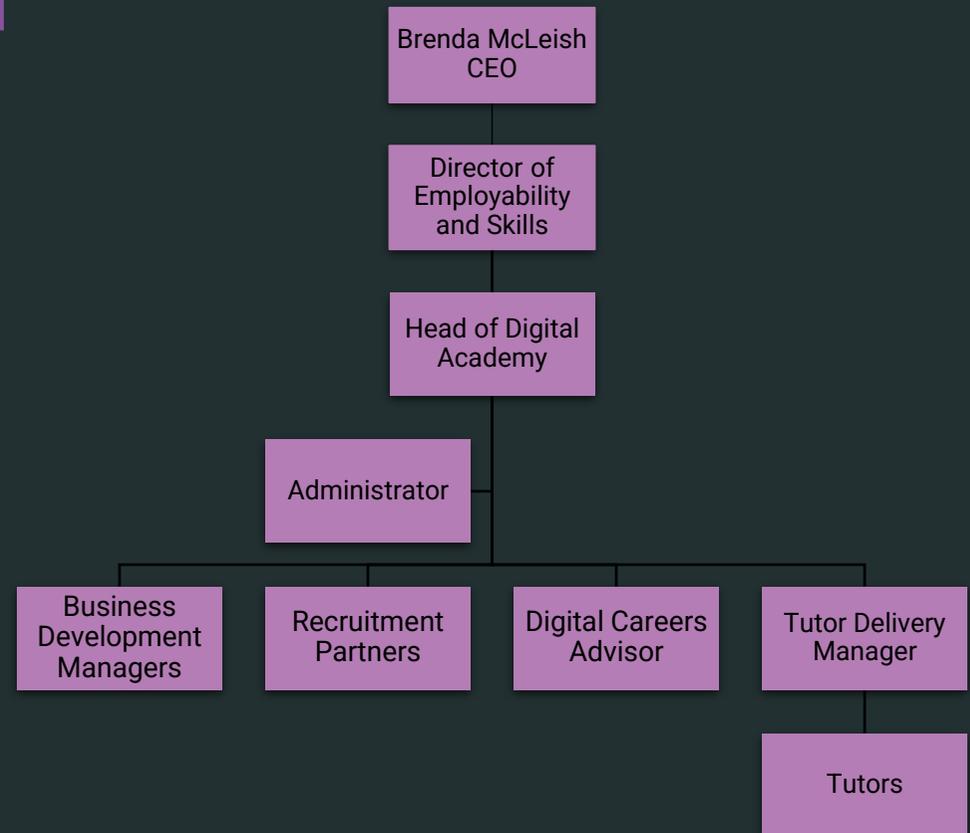
The Digital Academy has gone from strength to strength with learner numbers increasing month on month who are passionate about a career in the Digital and IT sector. Your role as Careers Advisor will provide learners with robust IAG prior to enrolling on to their course so they have great knowledge about where it can take them!

HEAR FROM THE TEAM

Christie Afflick, Recruitment Partner

"I love working for LCG because of their ethos, their values, and their genuine passion to help every individual succeed. Within my role, I see the full journey of a Learner; from sign up, to passing their course and gaining their new qualifications, to then securing their new dream job/career - and to know I help them succeed along the way, really is so fulfilling and rewarding".

WHAT DOES MY TEAM LOOK LIKE?



PURPLE PERKS

There are lots of great reasons to want to work at Learning Curve Group but we think our benefits make working here even extra special! Here's a snippet of what becoming a purple person gets you but you can view our full benefits booklet [here](#):

 <p>Cycle to Work Scheme Staff can apply to join the cycle to work scheme.</p>	 <p>Extra Leave Days Staff can buy or sell up to 5 days extra annual leave.</p>	 <p>Social Events Staff get to enjoy company parties every year.</p>	 <p>Dress Down Fridays Every Friday staff do not need to wear uniform and can donate £1 to charity.</p>
<p>2YR</p> <p>2 Years Service Staff who have passed 2 years service receive 2 extra days annual leave.</p>	 <p>Health Insurance All staff have access to the Simply Health Plan.</p>	 <p>Amazing Annual Leave Staff are entitled to 26 days annual leave plus 8 bank holidays. You can benefit from 44 days off from long service awards and buying holidays.</p>	 <p>CPD Opportunities There are lots of opportunities to gain new skills and progress at LCG.</p>
<p>5YR</p> <p>5 Years Service Staff who have passed 5 years service receive 2 extra days annual leave.</p>	 <p>Fizz Fridays After achievements we celebrate together on a Friday afternoon.</p>	 <p>Christmas Shutdown The business shuts down for a week over the festive period so you can spend time with loved ones.</p>	 <p>Charity Ball LCG host a themed annual charity ball each year which staff can get involved in.</p>
<p>10YR</p> <p>10 Years Service Staff who have passed 10 years service receive 1 extra day annual leave.</p>	 <p>Tea and Coffee Tea and coffee is provided free of charge across all sites for staff.</p>	 <p>Performance Awards Staff can earn vouchers and other prizes for outstanding performance.</p>	 <p>Great Ideas We have a Great Ideas inbox for staff to submit any ideas that will improve the business.</p>
 <p>Uniform Allowance All staff are given 3 free pieces of uniform.</p>	 <p>Early Finish Fridays On the last Friday of every month staff can benefit from a 4pm finish.</p>	 <p>Welcome Box New starters will receive a welcome box that includes LCG goodies!</p>	 <p>Annual Staff Conference LCG host an annual conference for all staff from across the country and the business to get together.</p>

