

Job Description: Senior Support Advisor

JOB ROLE

Job title:	Senior Support Advisor
Reports to:	Head of Support
Direct reports:	N/A
Indirect reports:	N/A
Employment term:	Permanent – 3 days a week (Monday to Wednesday)

ABOUT NABS

NABS is the support organisation for the advertising and media industry.

We exist to help everyone in the industry succeed and thrive, and to improve and champion wellbeing at all stages of the career journey.

We're passionate about providing the industry with expert, impartial and friendly help, advice and career guidance. We do this through our comprehensive career coaching, networking opportunities, grants and masterclasses, an Advice Line which exists to offer support and a friendly, expert ear, and events which bring all sides of our community together to network and learn.

In the past 12 months, we have seen a substantial increase in calls around emotional support; it has become one of the most common reasons for contacting the Advice Line. Our work focuses on helping people move from a state of distress back to position where they are thriving.

Our company values are: accessibility, collaboration, empowerment, heartfelt support, impartiality, and valuing equality and diversity.

NABS is a registered charity: Charity registration number 1070556

JOB PURPOSE

To be a pivotal member of NABS Support Team and be involved in achieving the organisational strategic objectives by:

- Providing confidential, impartial and tailored guidance to those who are working (or have worked) in the UK advertising and media industry which has a particular focus on:
 - Employment rights including managing workplace relationship issues
 - Supporting personal concerns
- To manage applications for our Support & Upskilling Grants and regularly review existing cases for financial assistance
- To coach and be involved in the development of less-experienced members of the team on more complex Advice Line communications and grant cases

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Providing confidential, impartial and tailored guidance to those who are working (or have worked) in the UK advertising and media industry which has a particular focus on:

- *Employment rights including managing workplace relationship issues*
- *Supporting personal concerns*

By:

- Providing information to clients on the phone, by email or in person
- Clearly explaining employment law procedures and processes
- Having a clear understanding of factors that can impact a client's wellbeing and provide appropriate and relevant emotional support
- Supporting clients to decide on the best course of action based on the information available
- Interpreting and explaining official documents or the content of letters to clients
- Referring clients to other sources of help, for example, NABS programmes, coaching or external specialist organisations such as Mind, Gingerbread, solicitors
- Working closely and knowledge-share with other internal departments such as Careers and Communications

- Keeping up-to-date with what is happening within the UK advertising and media industry, along with global influences on the industry, employment law legislation and influences on wellbeing including neuroscience
- Working with Services Operations Manager to help compile statistics on cases covered and services provided
- Identifying trends and input on shaping NABS' services
- Producing information for publications, leaflets and web pages
- Actively promoting the services on offer
- Ensuring impartiality and confidentiality when dealing with clients
- Maintaining confidential case records and administrative systems

Managing applications for our Support & Upskilling Grants and lead on the reviews of existing cases for financial assistance.

By:

- Managing applications from current, ex or retired advertising and media industry professionals for financial assistance
- Preparing and process cases for consideration by our Support Committee
- Maintaining confidential case records and administrative systems and handle correspondence with our beneficiaries and other service providers
- Keeping up-to-date on welfare reform
- Applying expertise from the Advice Line in supporting beneficiaries
- Being responsible for working within the Support budget:
 - Overseeing the correct allocation and the day-to-day distribution of grants following Support Committee and/or Head of Support approval
 - Providing guidance and approvals to the Support Executive when necessary
- Developing and maintaining relationships with other service providers, charities and appropriate stakeholders
- Maintain relationships with our care home, Peterhouse, and their residents

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To coach and be involved in the development of less experienced members of the team on more complex Advice Line communications and grant cases.

By:

- Helping to develop the Support Advisor and, when necessary, the Support Executive
- Providing training to internal team members/staff
- Encouraging knowledge-sharing within the Support Team and wider NABS team
- Encouraging and when necessary lead the participation in peer-to-peer supervision of the wider Support Team

Additional requirements of role:

- This role is subject to a Disclosure and Barring Service criminal record check - enhanced check with barring
- Some after work event attendance is required and some travel to our care home in Bexhill-on-Sea

SKILLS AND EXPERIENCES

Essential criteria:

- Excellent interpersonal skills including a high level of empathy, strong active listening skills as well as excellent written, verbal and presentation skills
- In-depth experience of providing HR / employment law guidance
- Ability to offer emotional support to callers in distress (subject matter could include domestic abuse, bereavement, divorce or homelessness)
- Solid experience of providing information and support geared towards improving personal wellbeing
- Experience of working within the advertising industry
- Knowledge and ability to practically apply principles of advice work:
 - Confidentiality
 - Impartiality
 - Professional relationship boundaries
- Ability to multi-task in a calm manner and good at collaboration

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- Self- starter, willing to use own initiative, highly organised with strong attention to detail
- Ability to keep clear, accurate and detailed case notes and use a database effectively
- Experience of working within a fast-paced environment
- A passion for providing exceptional customer-focused service
- Ability to analyse data and extrapolate facts and trends that add meaning and value to NABS services
- Competent with Microsoft Office suite of products (from Excel to PowerPoint)

Desirable criteria:

- Experience or interest in developing skills in people development, wellbeing and L&D
- Raiser's Edge database experience
- Industry relevant professional qualification
- Evidence of continued professional development such as CIPD
- Charity experience and knowledge of supporting individuals in and out work

How to apply

Please send your CV and a short cover letter explaining how you feel you meet the role requirements to Steve Rowe, Head of Support: s.rowe@nabs.org.uk.

Application deadline: 5pm on Friday 5th January 2018

There will be a two-stage interview process starting in the week commencing Monday 8th January 2018.