

Potential Plus UK Job Description

For the post of: Adviser, Information and Advice Service

Reporting to: Advice Service Manager

Responsible for: Providing information, advice and guidance on Potential Plus UK's advice service

Contract: 10 hours per week e.g. 9:30am-2:30pm on 2 days per week (either Monday and Wednesday, or Monday and Thursday)

Location: Home-based and Milton Keynes head office as appropriate.

Salary: FTE £25,620 = £7,320 for 10 hours per week (£14.08 per hour)

Holidays: FTE 33 days or 231 hours (including bank holidays) = 66 hours

Objectives of the job

1. To take an agreed number of booked 30 minutes' calls (initially 10) on the telephone Advice Service from parents and carers (and occasionally teachers by prior arrangement) about the educational, social and emotional needs of their children with high learning potential.
2. To provide information, advice and guidance about a range of concerns relating to high learning potential, ensuring that it is timely and factual and conforms to Potential Plus UK's policies and stances.

Principle Duties

- To provide information, advice and guidance to parents/carers, teachers by prior arrangement and occasionally children who use the telephone Advice Service, usually on per-booked calls, but occasionally on an ad hoc basis
- To make service-users aware of other Potential Plus UK services that may be useful for them as appropriate
- To refer eligible family members to the Scholarship Fund to help them access other Potential Plus UK services as appropriate
- To signpost service-users to other organisations and services outside Potential Plus UK that might be able to help them as appropriate
- To follow up telephone calls with a brief email with signposting to relevant resources if necessary
- To attend the monthly Potential Plus UK team meeting
- To attend a monthly supervision session as needed
- To attend regular catchup meetings with Advice Service Manager



- To record essential information (confidentially) to support the evidencing of the charity's impact
- Working together with the Advice Service Manager to ensure that the Information and Advice Service is effectively monitored, and a high standard of service is provided
- Working with the Advice Service Manager to explore and help implement ways in which the Advice Service can continually improve
- To work collaboratively with all members of the Potential Plus UK team to share information and best practice.
- To undertake other duties as reasonably required by the charity.

Person Specification

Essential:

- Excellent communication skills, both written and oral
- Good organisational skills
- Good time management skills
- Knowledge, interest and experience of supporting young people with high learning potential
- Experience of supporting concerns commonly covered by the Advice Service
- Understanding or desire to understand the educational systems in England, Wales, Northern Ireland and Scotland, especially in relation to the support of young people with high learning potential
- Experience of working positively with parents and carers to problem-solve concerns
- Good customer service skills
- A positive attitude towards the development of the Advice Service
- Good team working skills
- Good people skills, including working with colleagues and volunteers

Desirable

- Belief in and enthusiasm for the issues with which Potential Plus UK works
- Empathy with parents and carers and the issues they face having a child with high learning potential
- Understanding, experience and interest in a variety of special educational needs.

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