

Advisor Competencies

The following is a list of the core competencies that we look for in our Advisors. We do of course give training and development to assist our Advisors.

Knowledge of Job Market

Demonstrating a good understanding of today's job market & Resource services by:

- Talking about all the relevant routes to the job market in a knowledgeable and current way e.g. media, agencies, networking, social media, internet sites, speculative applications, Resource jobs board
- Being able to discuss and materially advise the client on the different recruitment methods that may be adopted by different organisations relevant to the role that the client is seeking e.g. CV, covering letter, on line competency based application forms
- Displaying a thorough and detailed knowledge of the primary Resource services e.g. the full range of seminars, workshops and webinars, plus psychometric profiling, IT training
- Quoting recent information, trends, relevant articles etc

Flexibility/Adaptability

Demonstrating you are able to respond to the client's individual needs by:

- Taking into account the client's academic/career background, cultural needs, levels of experience and tailoring their approach in the use of language and suggesting solutions
- Seeking the client's input at the beginning of the session as to what they to cover during the session
- Switching between styles as appropriate e.g. mentor, counsellor, facilitator, teacher
- Using appropriate questions e.g. open, closed

Communication Skills

Demonstrating appropriate communication skills by:

- Listening actively to the client and showing this by reflecting what you have heard
- Checking your understanding by summarising the points that have been made
- Using appropriate body language
- Using appropriate methods to try to build rapport with the client by welcoming them appropriately, showing that they have empathy for their position and putting them at ease
- Passing on relevant information clearly and concisely, following with checking the client's understanding

- Writing notes that are full, clear and enable others to clearly understand the discussions that have taken place, highlights issues, action points agreed etc.
- Utilising their written skills to assist in the development of client marketing material e.g. CV, covering letters
- Utilising their oral skills to help clients move forward their introductory statements and reasons for being in the job market

Ability to Manage Expectations

Demonstrating managing client expectations by:-

- Agreeing at the beginning of the meeting what will be covered during the session and negotiating where appropriate
- Directing the session appropriately
- Giving honest feedback that is candid and helpful to the client whilst remaining empathetic particularly where clients have unrealistic expectations or are underselling themselves
- Supporting views and judgements in a persuasive way

Motivational Skills

Demonstrating ability to motivate clients by:-

- Reviewing actions agreed at the last meeting and discussing progress since
- Seeking to understand why the client has not made progress if this is the case and helping them to re-evaluate and continue to move forward
- Recognising where clients have made progress and responding positively
- Talking in a way that helps the client to positively shape future actions and behaviours
- Signposting clients to seminars and other available resources that may assist in their motivation either within Resource or elsewhere
- Helping to build their self-esteem and self-confidence by reminding them what they have to offer

Professionalism

Demonstrating professionalism by:-

- Dressing appropriately
- Ensuring meeting space is tidy and appropriately organised
- Turning off their mobile phone
- Starting the session punctually or giving an apology and explanation where this has not been possible
- Showing that they have (re)read previous notes prior to the meeting commencing
- Remaining focussed on client
- Keeping within appropriate boundaries
- Showing an awareness of relevant resources and signposting where appropriate

At first meetings

Demonstrating an understanding of the client having read previously provided information prior to the meeting and

- Introducing what you and Resource offers in a relevant way
- Covering all the relevant information including confidentiality
- Setting appropriate client expectations about Resource and the service offered

At first meetings after JS & CV workshop and ongoing

- Discussing and progressing – introductory statements, reasons for being in the job market, CVs, action plans and seminar attendance, client recruitment activity, helping with application forms, interview preparation, volunteering etc.

Actively practicing CPD by

- Attending Resource seminars etc on a regular basis in order to talk to clients about the seminars from a position of having recently experienced the seminar
- Attending & participating actively in the required number of Resource Advisor Development meetings
- Taking every opportunity to develop knowledge of today's job market

Analytical/Problem Solving/Creative

Demonstrating ability to analyse issues presented, to identify related issues, and consider different solutions by

- Signposting or making appropriate referrals including Resources Relationship Team
- Trying different techniques e.g. brainstorming
- Helping clients to focus on appropriate objectives and consider various options to pursue them
- Breaking tasks into steps to make it easier for clients to progress
- Having an innovative approach to assist clients in considering other possibilities for them and help them to look at new directions

Equality & Diversity

Resource is totally committed to equality and diversity and should be demonstrated by:-

- Treating clients fairly and appropriately
- Showing respect for clients beliefs and background
- Ensuring that where clients have particular needs or issues these are addressed
- Responding to client preferences regarding handshakes, use of language etc

Interviewing

Demonstrating good mock interviewing skills by:-

- Preparing for the session by undertaking research into organisation, reading the client's application etc.
- Identifying and asking appropriate questions focussing on the key competencies of the role
- Introducing the session as if it were a real interview situation
- Giving appropriate feedback focussing on all aspects of the mock interview including presentation, body language
- Discussing what other questions the client should expect
- Demonstrating competency and/or strength based interview skills
- Being able to interpret a competency based response and advise the client on how to improve this approach
- Producing written feedback for the client to be able to review and work on the areas for development