



A Day in the Life - Restart Scheme

Mark Crann

Mark Crann works as an Employment Advisor at Prospect Training Services, where his main role is to help people who are unemployed or looking to get back into work. His job involves supporting clients, understanding their individual circumstances and helping them move towards suitable and sustainable employment.

Starting the Day

Mark starts his day by checking his diary and preparing for the appointments he has planned. He reviews information about the clients he is due to meet and considers what support they might need. He may also check new job vacancies and opportunities that could be suitable for his clients.

Meeting Clients

A large part of Mark's Day involves one-to-one meetings with clients. He talks to them about their career goals, previous experience, skills and any difficulties that may be preventing them from finding or keeping a job.

Every client is different, so Mark needs to listen carefully and adapt his approach. He may help someone who has lost confidence after being unemployed for a long time, while another client might need help identifying suitable jobs or improving their interview skills.

Job Search Support

Mark helps clients search for suitable vacancies and teaches them how to use online job-search websites. He may also help them complete application forms, improve their CVs and prepare for interviews.

Prospect Training Services specifically provides support with job searching CV writing, interview preparation and developing skills that can improve employment prospects.

Updating Records and Planning

Between appointments, Mark has administrative work to complete. He records the progress clients have made, updates their action plans and prepares for future

Adult Skills and Retraining Programmes



appointments.

He needs to make sure that each client has clear and achievable goals. These might include applying for a certain number of jobs, completing training, improving digital skills or attending an interview.

Mark takes a break for lunch before continuing with his appointments and other responsibilities.

Supporting Clients with Barriers

In the afternoon, Mark may work with clients who are experiencing difficulties that make finding employment more challenging. His role is not simply to find people jobs; he also helps them identify and overcome barriers that could prevent them from entering or sustaining employment.

This could involve building confidence, improving communication skills, developing digital skills or finding appropriate training.

Working with Employers

Mark may also spend time looking at the local labour market and identifying vacancies that match his clients' skills and ambitions. Employment Advisors are expected to understand local employment opportunities and help match clients with appropriate jobs.

Building relationships with employers is important because it can create more opportunities for the people Mark supports.

Follow-ups

Mark contacts clients who have previously attended appointments to check on their progress. If someone has recently started work, he may continue supporting them to help make sure the employment is successful and sustainable.

Finishing the Day

At the end of the day, Mark updates his records, checks his diary for the following day and makes sure any outstanding tasks have been completed.

Being an Employment Advisor requires good communication, organisation, patience and the ability to motivate people. It can be challenging because every client has different needs, but it can also be very rewarding when someone Mark has supported successfully finds a job and moves forward with their career.

What Makes Mark's Job Important

Mark's role is important because he helps people who may be struggling to find work take practical steps towards employment. Rather than simply telling someone to apply for jobs, he provides personalised guidance and helps them develop the skills, confidence and experience they need to succeed.

