Post 16/Information Advice and Guidance Team (IAG)
Career progression framework
June 2025

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Young Persons Tracking Officer	Range 2	To support the reduction of the NEET (Not in Education, Employment or Training) and UNKNOWN Figures in Medway, by contacting all young people of academic age 16-17 years who do not have a recorded destination. This includes collecting data from education establishments, supporting activities to promote NEET and signposting young people to appropriate provisions. Please see Job Profile for full details	Required for this level.	In addition to level A	In addition to levels A and B
			Qualifications • Minimum of level 2 qualification in Maths and English	**Qualifications**	**Qualifications**
			Knowledge • Clear understanding of the Post 16 IAG Team goals and statutory requirements. • Basic knowledge of the NEET and UNKNOWN data requirements. • Basic knowledge of different types of social media and how this can be used to disseminate information. • An understanding of the barriers young people face to gaining training, education, and employment. • A general awareness of GDPR, data security and safeguarding.	**Knowledge** • Practical knowledge of local barriers to education, employment, and training • Practical knowledge of Post 16 opportunities • Good knowledge of CCIS (Client Caseload Information System) database • Awareness of safeguarding procedures and how to manage concerns • Good knowledge of GDPR processes and data security	**Knowledge** • A comprehensive understanding of statutory targets and deadlines within the service. • General knowledge of the local labour market and opportunities in Medway. • Good understanding of using and keeping CCIS database effectively to support practice. • Comprehensive knowledge of internal procedures to adhere to safeguarding
			Experience • Experience of working with young people • Experience of working to individual targets and deadlines • Basic experience of using databases, undertaking routine data entry with care and accuracy	**Experience** • Experience of working as part of a team and contributing to service targets. • Experience of using a variety of platforms including social media, emails and written comms to communicate with residents, young people, and stakeholders. • Experience of using internal systems including IYSS, Synergy, Mosaic and Case management	**Experience** • Practical experience of understanding statutory targets and monitoring contribution. • Significant experience of using the CICS database to inform your practice and of ensuring it is well maintained. • Practical experience of using a variety of communication platforms to promote opportunities to 16/17-year-olds.
			Skills • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Basic written and numerical skills	**Skills** • Able to compile straightforward reports for footfall and attendance figures and outcomes of evaluation of service.	**Skills** • Ability to carry out a range of tasks supporting internal and external staff with processes and procedures.

			• Able to assess situations, solve straightforward problems and adapt to new ways of working within the parameters of your role. • Ability to use databases and be able to follow and adhere to the procedures associated with them. • Basic communication skills, with ability to converse on the telephone, via electronic methods and written word. • Good attention to detail and able to input data accurately	• Able to use written and oral communication skills to present varied information in an understandable way to a range of stakeholders. • Good communication skills, with ability to offer support and advise on the telephone, via electronic methods and written word. • Able to work independently and manage difficult conversations, referring to supervisor/line manager for unusual or difficult problems.	• Able to offer careers advice and guidance independently to targeted young people. • Practical ability to complete referrals to other agencies. • Excellent communication skills, with ability to offer support and advise on the telephone, via electronic methods and written word and monitor the outcomes.
IAG Specialist	Range 3	To deliver, information advice and guidance for young people aged 16-17 years who are Not in Education, Employment or Training (NEET), prioritising Care experienced, SEND and those known in the Criminal Justice System young people, in line with statutory guidelines. Managing a caseload of young people and supporting their transition, identifying gaps in provision, and advocating and negotiating on their behalf. Please see Job Profile for full details	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • minimum of 5 GCSE's (grades 4-9) or equivalent level 2 qualification	**<u>Qualifications</u>** • Level 4 Careers Information, Advice and Guidance	**<u>Qualifications</u>** • Working towards level 6 qualification in careers guidance or similar relevant to role
			<u>Knowledge</u> • Knowledge of the barriers young people face when accessing employment, education, or training. • Knowledge of Post 16 options and how to access them. • Knowledge of local opportunities and providers for 16/17 year olds not in employment or education? • Good knowledge of GDPR, data security and safeguarding • General knowledge of the local labour market and opportunities for 16/17 year olds in Medway.	**<u>Knowledge</u>** • Practical knowledge of local labour market trends in relation to opportunities for 16/17 year olds. • Practical knowledge of local job, education or training opportunities for 16/17 year olds in Medway. • Practical knowledge of using data to inform practice • Practical knowledge of data recording and the importance of comprehensive recording. • Comprehensive knowledge of internal procedures to adhere to safeguarding policy / legislation	**<u>Knowledge</u>** • Good knowledge of the statutory duty and targets to support NEET young people • Good knowledge national and local targets for NEET and Unknown Data • Good knowledge of Raising Participation Age • Good Knowledge of Post 16 Opportunities to include SEND provision and Alternative provision.
			<u>Experience</u> • Experience of working with young people with Careers Education Information and Guidance (CEIAG) support needs, including those with complex support needs • Experience of working with a variety of stakeholders	**<u>Experience</u>** • Good experience of building relationships with young people aged 16-17 years. • Good experience of working with young people with CEIAG support needs, and with complex support needs • Good experience of working with internal stakeholders to develop opportunities • Demonstrable experience of adhering to and achieving targets	**<u>Experience</u>** • Developed experience of working with a variety of partners and agencies, both internal and external, to support young people • Developed experience of working in a solution/outcome focused manner to achieve results

			Skills • Strong oral and written communications skills • Good interpersonal skills, to support those with complex needs • Proven ability to operate ICT information-based systems, including word, excel and databases and management information systems. • Able to input and maintain paper and electronic records accurately. • Able to work meet individual and team deadlines. • Good customer care skills, responding to customer needs efficiently and adhering to procedures. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • Good interpersonal and networking skills, with the ability to create and sustain partnerships. • Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary. • Able to complete the September Guarantee, Offer and Activity Survey in line with government policy and reporting. • Able to manage a caseload well, meeting targets and deadlines with support from management where required	**Skills** • Excellent interpersonal and networking skills, developing pathways with proven results. • Able to work across boundaries and achieve performance and results through others. • Able to cope well under high pressure and difficult situations maintaining a high standard of work. For example: increased caseloads and administration vs meeting deadlines and existing priorities • Able to confidently complete the September Guarantee, Offer and Activity Survey and provide advice and support to others on process. • Able to effectively manage a caseload with minimal support from management.
Post 16 Assistant	Range 3	To provide a complete and comprehensive support service for the operation of the Post 16 programme Lead and wider IAG team, to act as the first point of contact for The Post 16 Team requesting, collecting, monitoring, and disseminating key pieces of data to the relevant teams. To act as the main point of contact to engage local employers/providers/education placements and support the development of stakeholder engagement. Please see Job Profile for full details	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent	**Qualifications**	**Qualifications**
			Knowledge • Knowledge of statutory functions within NEET and UNKNOWN reporting. • Basic knowledge of the barriers faced for young people at Post 16 • Knowledge of GDPR and its importance when handling data and information sharing	**Knowledge** • Good knowledge of local education provision and opportunities • Good knowledge of the barriers for employers to engage with young people • Good knowledge of the Post 16 challenges for providers	**Knowledge** • A good knowledge of local labour market and opportunities. • Significant knowledge of the Post 16 landscape in Medway • Developed knowledge of safeguarding policies and procedures. • Developed knowledge of the areas of post 16 development strategies • Developed knowledge of the impact of NEET Prevention • Developed knowledge of collaboration techniques

			Experience • Experience of working within a youth environment, with a broad understanding of the barriers young people face when accessing education, employment, or training. • Experience of providing an administrative and/or customer support service • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of producing minutes of meetings and managing administration tasks.	**Experience** • Relevant experience of event planning • Experience of stakeholder engagement (internal and external) • Relevant experience of managing complex administration tasks for meetings and diary management • Experience of dealing with confidential and sensitive data • Relevant experience of working independently to meet team delivery outcomes • Relevant experience of identifying barriers to success and supporting with solutions • Consistent experience of producing compliant documents to disseminate key information with support and assistance • Good experience of managing workstreams – developing initiatives in line with job profile and team priorities with support and guidance	**Experience** • Developed experience of producing compliant documents to disseminate information • Developed experience of developing work streams to meet outcomes. • Developed experience of managing pressures in a timely and methodical way • Developed experience of building relationships and working with stakeholders and customers to ensure positive experiences and increasing outcomes • Developed experience working independently to meet service delivery outcomes. • Developed experience of identifying barriers to success and creating solutions. • Practical experience of adhering to processes when planning and managing events. • Developed experience of understanding customer need and managing their expectations.
			Skills • Good communication skills with the ability to use the most appropriate style and method of communication with people at different levels both internally and externally. • Good time management skills, planning own workload and working independently to meet deadlines. • Attention to detail with the ability to proofread documents and correspondence. • Able to use Microsoft Office programmes along with databases and management information systems. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • Strong problem-solving skills. • Able to work flexibly adapting to new ways of working. • Able to deal with high levels of work-related pressure. • Ability to work remotely and independently, ensuring that time management and tasks are completed within agreed limits. • Excellent interpersonal and networking skills, with the ability to create and sustain partnerships. • Proven ability to influence and negotiate successfully on behalf of young people. • Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to	**Skills** • Developed problem solving skills with minimal need for additional support. • Able to take a proactive approach towards supporting other teams to achieve service outcomes. • Able to deal with considerable levels of work-related pressure. • Able to identify and act on own development needs and maintain a high level of integrity. • An ability to work across boundaries and achieve performance and results through others.

				work with other agencies where necessary.	
IAG Lead	Range 5	To oversee and manage the Careers Education, Information, Advice and Guidance (CEIAG) team in the successful identification, tracking and recording of those young people either NEET or Unknown. To ensure that all relevant legislation, statutory guidance, and Council policy is strictly adhered to and that all processes are maintained against the most up to date versions. Ensure that all reporting is completed accurately and in a timely fashion. Ensure all programme plans, activity data, performance and savings data are regularly updated and maintained on the relevant Programme Management System in a timely way. Please see Job Profile for full details	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • Level 6 qualification in careers guidance or similar relevant to role • minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent	**Qualifications**	**Qualifications**
			Knowledge • Understanding of processes around NEET and Participation, challenges locally and nationally for participation and NEET. • Sound knowledge of relational database principles and GDPR • Basic knowledge of statutory reporting and requirements/timelines • Proven knowledge of Raising Participation Age and how this meets statutory duties.	**Knowledge** • Developed knowledge of local authority statutory duties for participation and submission deadlines • Knowledge of using data to inform practice and service delivery • Knowledge of quality assurance and ensuring service delivery meets expected requirements. • Knowledge of using target setting to support development of teams and service.	**Knowledge** • Proven knowledge of national education, employment, and training policy changes nationally • Extensive knowledge of service quality assurance and monitoring performance and outcomes. • Proven knowledge of key internal teams that influence service delivery. • Proven knowledge of strategies for managing a team to achieve outcomes.
			Experience • Experience of managing a team to achieve outcomes. • Experience of working independently within clear guidelines and regularly use initiative to make decisions. • Demonstrable experience of carrying out Individual needs assessments, to assess staff well-being and developing a support structure to ensure staff well-being. • Demonstrable experience of line managing others, providing direction, monitoring progress, and empowering them to achieve objectives • Demonstrable experience of stakeholder management (internal and external).	**Experience** • Experience of providing guidance on internal policies and procedures relating to employees and interpret them based on the needs of individual situations. i.e. Medpay, employee relations policies, staff wellbeing policies. • Basic Experience of budget management. • Experience of using team management techniques to support the ongoing running of a team.	**Experience** • Developed experience of analysing and interpreting varied and complex information to develop strategies and solutions for long term plans. • Proven experience to identify service delivery barriers and work towards a solution within internal procedures. • Proven experience of stakeholder engagement and building relationships to influence service delivery. • Proven experience of managing a budget to support service delivery.
			Skills • Proven leadership and management skills • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint • Excellent written and oral communication skills with ability to present complex and sensitive information in an understandable way, using a variety of methods across a range of audiences.	**Skills** • Ability to analyse and interpret varied and complex information or situations and develop solutions – Maintaining a quality assurance model of the service. • Able to carry out a range of tasks which positively enforce the work of	**Skills** • Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery.

			• Demonstrable ability to supervise, co-ordinate or train other employees where required. • Demonstrable experience of providing information and advice on internal procedures related to employees.	the service, including assessing needs of service users, implementing care/welfare plans, implementing regulations and providing guidance on internal procedures to support stakeholders. • Able to demonstrate experience of planning ahead and having the ability to respond positively to change. • Can work independently and use initiative to ensure projects continue to progress. • Knowing when to escalate issues to senior managers • Advanced level of time management, able to efficiently prioritise tasks, reviewing regularly to track progress and adjusting where relevant to ensure actions set are completed within a timely manner. • Enhanced level of interpersonal skills, able to build professional relationships with schools, academies, Trusts, external professionals, and internal departments.	• Demonstrable ability to support staff development and encourage progression. • Proven ability to work with key teams to improve and influence service delivery. • Able to demonstrate experience of thoroughly analysing information and producing reports and presentations to illustrate the information to key stakeholders and senior teams.
Post 16 Programme Lead	Range 7	To manage and lead, both strategically and operationally, the Post 16 programme, including the implementation of initiatives and programmes flowing from the Post 16 Review and play a key role in developing and delivering efficient and effective processes and systems. To be the key liaison between the Local Authority and the various internal and external partners and providers establishing and maintaining effective collaborative partnerships. Please see Job Profile for full details	Required for this level.	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • Educated to degree level or equivalent level 6 qualification in relevant subject to area of work	**<u>Qualifications</u>**	**<u>Qualifications</u>**
			<u>Knowledge</u> • Knowledge and practical experience of participation, education, and post 16 legislation and policies • Developed knowledge of relational database principles and GDPR • Developed knowledge of team management strategies • Developed knowledge of statutory reporting duties • Good knowledge of budget management	**<u>Knowledge</u>** • Developed knowledge of service delivery techniques • Developed knowledge of budget management • Developed knowledge of local and national targets in relation to Medway's position in national statistics • Developed knowledge of local provisions and providers	**<u>Knowledge</u>** • Excellent knowledge of local and national targets in relation to Medway's position in national statistics • Excellent knowledge of local provisions and providers

			Experience • Practical experience of managing complex education related projects/programmes. • Practical experience of managing a team to deliver outcomes • Practical experience of working in a pressured environment to meet deadlines • Practical experience of delivering data related reports • Practical experience of using data to inform service delivery • Demonstrable experience of providing information and advice on internal procedures related to employees. • Extensive experience in educational services and/or working with schools. • Experience of providing guidance on internal policies and procedures relating to employees and interpret them based on the needs of individual situations. i.e. Medpay, employee relations policies, staff wellbeing policies.	**Experience** • Experience of leading on analysing and interpreting varied and highly complex information and develop strategies and solutions for long term plans. • Demonstrable experience of client management of significant programmes and implementing initiatives and programmes. • Demonstrable experience of delivering a service, responding to change, and adapting processes to meet need. • Demonstrable ability to take responsibility for line managing others, providing direction, monitoring progress, and empowering them to achieve objectives and/or demonstrable experience of providing guidance on internal policies and procedures relating to employees, and interpret them based on the needs of individual situations.	**Experience** • Developed experience of stakeholder management (internal and external). • Demonstratable experience in the identification and management of risk in relation to the role • Developed experience of staff development and progression • Developed experience of working with partners to increase collaboration
			Skills • Able to work independently within guidelines. • Able to problem solve and make decisions with limited supervision. • Excellent leadership and management skills with the ability to engage a team • Excellent communication skills both written and oral • Excellent interpersonal skills with the ability to build and maintain partnerships with internal and external stakeholders. • Excellent ICT skills with the ability to navigate systems. • Able to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands. • Able to role model equality, diversity and inclusion in managing the team and delivering the service • Demonstrable ability to supervise, coach and mentor employees where required. • Proven ability to manage time pressured tasks, to ensure service delivery	**Skills** • Able to regularly use initiative to make team decisions, referring to more senior officers for advice on policy/resource issues. • Able to use developed communication skills to confidently present complex and sensitive information in an understandable way, adapting the style to a range of audiences and stakeholders. • Ability to use key educational, NEET and national data sets to inform practice. • Able to confidently use Medway HR Policies and Procedures to manage a range of staff issues	**Skills** • Proven ability to work with key teams to improve and influence service delivery. • Able to lead on identifying, developing, and implementing service improvements based on data and process analysis • Highly developed interpersonal and communication skills with the ability to communicate effectively with senior management, providing updates, presentations and reports • Able to independently manage complex personnel issues, working confidently with staff from HR to resolve.

			• Able to make evidence-based decisions, identifying and managing risk where required		