

## Job Description

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|-------------|------------------------------|
| Job title   | <b>IAG Team Leader</b>       |
| Directorate | PEOPLE : Children and Adults |
| Division    | Education and SEND           |
| Range       | MPR 5                        |
| Reports to  | Post 16 Programme Lead       |

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### Main purpose of the job:

Manage and lead the IAG team ensuring appropriate staff development and the delivery of information advice and guidance for young people aged 16-17 years including those with complex needs specifically LAC, SEN and those known in the Criminal Justice System, in line with statutory guidelines.

Manage the delivery of advice and good practice to ensure service users achieve maximum use of the services available to them and that a high quality of provision of services exists across Medway working alongside service users, their families and partnership organisations.

Reduce the number of Young People that are Not in Education, Employment or Training (NEET)

Monitor and deliver statutory data for September Guarantee and Destinations

To manage the data collection for statutory reporting within national and local deadlines.

To develop and work with internal teams, agencies and providers, working towards efficient and effective pathways into education and employment ensuring a robust system exists for Children aged 16-17 particularly working with regeneration, Schools and colleges.

Promote the services available to maximise uptake through partnership with the area-based model, working with Vol Orgs, Educational establishments, Community groups, and Private sector to develop and expand opportunities for co working and design to improve the provision or contact into Education, Training and Employment (ETE).

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

Manage the IAG service delivery

Ensure the successful delivery of the IAG Team to meet the need of Medway Young People.

To be the named contact for IAG queries and support for Medway's Young People

To manage and maintain robust data collection activities for statutory reporting

To manage, quality assure and identify errors within the IYSS database.

To manage and deliver monthly NEET/UNKNOWN data reports

Manage team caseload allocation and referrals

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To identify and develop alternative services to support young people in Medway, where there are gaps.

Work with and alongside those services that support and engage with young people to ensure pathways to ETE exist.

To maintain an up to date knowledge of the opportunities and changes in the labour market to enable service users to access and interpret information relating to employment, education and training.

To complete the September Offer and Activity Survey for clients in year 11 and 12 in line with government policy and reporting.

To undertake Team recruitment and staffing rota's

To maintain tracking activities and manage administration tasks associated.

To be the key liaison internally to develop data sharing systems reduce NEETs and UNKNOWNs in Medway.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Post 16 Programme Lead

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

To hold a level 4 qualification in Careers Guidance or similar qualification relevant to role

Level 2 Functional Skills - A\*-C or equivalent

#### Level B (in addition)

- To hold a level 6 qualification in Careers Guidance

#### Level C (in addition)

- <add in role specific qualification>
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### Knowledge

#### Level A

- Knowledge and understanding of NEETs and UNKNOWNs reporting in line with statutory duties.
- Sound knowledge of relational database principles and GDPR
- Sound knowledge of safeguarding policies and procedures

#### Level B (in addition)

- Sound knowledge of using data to inform practice and service delivery
- Knowledge of using target setting to support development of teams and service.

#### Level C (in addition)

- Proven knowledge of national education, employment and training policy changes nationally
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### Experience

#### Level A

- Significant experience of managing teams.
- Experience of working with young people with CEIAG support needs, including those with complex support needs
- Experience of working with a variety of partners and agencies to support young people

#### Level B (in addition)

- Significant experience building relationships with young people aged 16-17 years
- Proven ability to influence and negotiate successfully on behalf of young people
- Experience of monitoring and managing compliance to legislation and acting upon findings

### Level C (in addition)

- Significant experience of using data to inform practice to meet statutory targets
  - Demonstrable ability to either provide general information, advice and guidance on established internal procedures in relation to finance.
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## Skills

### Level A

- Demonstrable ability to analyse and interpret varied and complex information or situations, develops solutions and/or strategies that take more than a year to formulate.
- Demonstrable developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- Excellent ICT skills.
- An ability to work across boundaries and achieve performance and results through others
- 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.

### Level B (in addition)

- Demonstrable ability to progress a series of activities within recognised guidelines making frequent decisions without ready access to more senior officers except for advice on policy or resource issues.
- Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands
- Results and outcome focussed and committed to positive outcomes for young people

### Level C (in addition)

- Demonstrable ability to either undertake direct responsibility for the line management of others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors
- Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.
- The ability to work under pressure and meet deadlines