

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. Collecting data from education establishments and working closely with neighbouring authorities to ensure Medway's data is concise. Work closely with the IAG Team to promote activities, support delivery of opportunities and programmes and sign post young people to appropriate post 16 opportunities. Record all interaction of CCIS (Client Caseload Information System) database. Support social media presence to support young people.	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. - Practical knowledge of the NEET and UNKNOWN data requirements. - Practical knowledge of social media and how this can be used to disseminate information. - Basic knowledge of using databases and keeping information up to date - A broad understanding of the barriers young people faces 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 - Basic understanding 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. - Developed knowledge of using and keeping CCIS database up to date - Comprehensive knowledge of internal procedures to adhere to safeguarding
			Experience - Experience of working with young people - Experience of working to individual targets and deadlines	Experience - Experience of working as part of a team and contributing to organisational targets. - Experience of using a variety of platforms to communicate with residents, young people, and stakeholders.	Experience - Practical experience of understanding statutory targets and monitoring contribution. - Practical experience of using different platforms to promote opportunities and monitor outcomes for Post 16 progression.
			Skills - Good ICT skills with the ability to demonstrate the application of these within a work context. - Basic written and numerical skills - Able to assess situations, solve straightforward problems and adapt to new	Skills - Able to compile straightforward reports for footfall and attendance figures and outcomes of evaluation of service. - Able to use written and oral communication skills to present	Skills - Ability to carry out a range of tasks supporting internal and external staff with processes and procedures. - Able to offer advice and guidance independently.

			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 proven ability to converse on the telephone, via electronic methods and written word.	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.	• 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. Reduce the number of young people that are Not in Education, Employment or Training (NEET) and hold a caseload using a case management system ensuring monitoring, tracking and engagement can be recorded. To develop and work with agencies and providers, working towards efficient and effective pathways into education and employment ensuring a robust system exists for Young People aged 16-17 years. To complete the September Guarantee, Offer and Activity Survey for young people in year 11 and 12 in line with government policy and reporting.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • minimum of 5 GCSE's (grades 4-9) or equivalent	Qualifications • Level 3 Careers Information, Advice and Guidance	Qualifications • Level 4 Careers Information, Advice and Guidance
			Knowledge • 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 • Good knowledge of GDPR, data security and safeguarding • General knowledge of the local labour market and opportunities in Medway.	Knowledge • Practical Knowledge of Local labour market trends. • Practical knowledge of local opportunities and offers. • 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	Knowledge • 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. • Developed knowledge of internal procedure to adhere to safeguarding
			Experience • Experience of working with young people with CEIAG support needs, including those with complex support needs • Experience of working with a variety of stakeholders	Experience • Significant experience building relationships with young people aged 16-17 years. • Significant experience of working with young people with CEIAG support needs, with complex support needs • Significant experience of working with stakeholders to develop opportunities • Good experience of working with a variety of partners and agencies to support young people	Experience • Significant experience of working with a variety of partners and agencies to support young people • Significant experience of working in a solution/outcome focused manner to achieve results

		To complete and update all paper and electronic records accurately, timely and in compliance with quality and confidentiality standards as set by the organisation and legislation. To accurately maintain records and use it to track all clients to ensure that their outcomes are recorded to be presented annually.	<u>Skills</u> • Strong oral and written communications skills • 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.	• Good experience of adhering to and achieving targets	<u>Skills</u> • 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. Initiate and collate contacts with stakeholders, developing systems to support Post 16 Outcomes.	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	<u>Qualifications</u>	<u>Qualifications</u>
			<u>Knowledge</u> • 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	<u>Knowledge</u> • 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	<u>Knowledge</u> • A good knowledge of local labour market and opportunities. • Practical knowledge of building and maintaining relationships with stakeholders • Significant knowledge of the Post 16 landscape in Medway • Sound knowledge of safeguarding policies and procedures. • Sound knowledge of the areas of post 16 development strategies

		Liaise with key stakeholders to support the Post 16 review. Support the planning processes of Post 16 events, managing contacts, disseminating information, and working collaboratively with the IAG Specialists to facilitate events. To produce all types of word processing work to defined standards of presentation, including minutes of meetings, reports, and general correspondence. Process incoming telephone calls and incoming/outgoing emails – ensuring that they are acted upon in a timely manner. Support the day-to-day administration functions of the wider department as necessary through maintaining information and data recording including the production of information and data. Including but not limited to: - ○ General admin, Scanning and uploading documents onto file. ○ Creating information materials ○ Finance of the department (invoicing, raising PO's etc) To assist with the publications onto the internet	<u>Experience</u> • 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. <u>Skills</u> • 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.	<u>Experience</u> • Good experience of event planning • Good experience of stakeholder management (internal and external) • Good experience of managing complex administration tasks for meetings and diary management • Experience of dealing with confidential and sensitive data • Good experience of working independently to meet team delivery outcomes • Good experience of identifying barriers to success and supporting with solutions • Good experience of producing compliant documents to disseminate key information with support and assistance • Good experience of managing workstreams – developing initiatives in line with JD and team priorities with support and guidance <u>Skills</u> • 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.	• Sound knowledge of the impact of NEET Prevention • Sound knowledge of collaboration techniques <u>Experience</u> • Significant experience of producing compliant documents to disseminate information • Significant experience of developing work streams to meet outcomes. • Significant experience of managing pressures in a timely and methodical way • Significant experience of building relationships and working with stakeholders and customers to ensure positive experiences and increasing outcomes • Significant experience working independently to meet service delivery outcomes. • Significant experience of identifying barriers to success and creating solutions. • Practical experience of adhering to processes when planning and managing events. • Significant experience of understanding customer need and managing their expectations. <u>Skills</u> • 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
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NEET Prevention Officer	Range 3	Support the delivery of post-16 participation and NEET prevention activities by working with young people, education providers and partner agencies. Assist with learner engagement, information sharing, data monitoring, event delivery and administrative processes to help improve participation in education, employment and training and support positive outcomes for young people To act as the main point of contact to engage local employers/providers/education placements and support the development of stakeholder engagement in NEET prevention. Liaise with stakeholders in a way that promotes the vision and values of the Council. Initiate and maintain contacts with schools, colleges, training providers and partner agencies, supporting information sharing and collaborative working to improve post-16 participation and outcomes for young people. Collect, maintain and monitor learner participation and destination data, producing reports and information to support service delivery, performance monitoring and compliance with data protection requirements.	Required for this level	In addition to level A	In addition to level B
			Qualifications minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent	Qualifications minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent	Qualifications minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent
			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	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.

		Support the planning processes of Post 16 events, managing contacts, disseminating information, and working collaboratively with the IAG Specialists to facilitate events. To produce all types of word processing work to defined standards of presentation, including minutes of meetings, reports, and general correspondence. Process incoming /outgoing emails – ensuring that they are acted upon in a timely manner. Provide administrative and operational support to the Post-16 Team, including processing enquiries, maintaining records, preparing correspondence, reports and meeting minutes, updating online information, and supporting departmental financial processes.		Good experience of managing workstreams – developing initiatives in line with job profile and team priorities with support and guidance	- 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 work with other agencies where necessary	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.
IAG Lead	Range 5	To oversee and manage the 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.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications - Level 4 qualification in Careers Guidance or similar relevant to role - Level 2 functional skills – A*-C or equivalent	Qualifications	Qualifications Level 6 qualification in careers guidance or similar relevant to role
			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 - Sound 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 - 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 teams that influence service delivery.

		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.		Knowledge of using target setting to support development of teams and service.	Proven knowledge of strategies for managing a team to achieve outcomes.
		Ensure robust and effective quality assurance mechanisms and processes are in place to maintain 100 percent accuracy and delivery within timescales across the programme.		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 - Demonstrable 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 conduct, grievance, and whistleblowing. - Basic Experience of budget management. - Experience of using team management techniques to support the ongoing running of a team.
		Empower and motivate staff to be able to respond effectively to the changing demands of the service through effective leadership.		Skills - Proven leadership and management skills - Excellent communication skills both written and oral - Excellent ICT skills. - Demonstrable, well 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. - 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.	Skills - Demonstrable ability to analyse and interpret varied and complex information to develop solutions – Maintaining a quality assurance model of the service. - Demonstrable ability to carry out tasks which impact on the well-being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. - 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
		Ensure staff personal development through effective implementation of the Performance and Development Review process.		Skills - Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery. - Demonstrable ability to support staff development and encourage progression. - Proven ability to manage time pressured tasks, to ensure wellbeing and service delivery. - 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. - Excellent time management, able to employ advanced techniques such as time blocking and techniques to maximise productivity.	Skills - Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery. - Demonstrable ability to support staff development and encourage progression. - Proven ability to manage time pressured tasks, to ensure wellbeing and service delivery. - 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. - Excellent time management, able to employ advanced techniques such as time blocking and techniques to maximise productivity.
		Motivate, cross-train, coach, and support team members, where necessary, building skill sets to develop and support team resilience and succession planning.		Knowledge of using target setting to support development of teams and service.	Proven knowledge of strategies for managing a team to achieve outcomes.
		Ensure that equal opportunities issues are taken into account on all service delivery and employment matters. This includes monitoring, planning, and implementing change and taking action in accordance with the corporate objectives.		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 - Demonstrable 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 conduct, grievance, and whistleblowing. - Basic Experience of budget management. - Experience of using team management techniques to support the ongoing running of a team.
		Ensure that all activity is carried out in accordance with legislation, national guidelines, Medway Council's policy and procedures, and is applied using the principles of good practice including ethics and probity and take account of safeguarding policy and standards.		Skills - Proven leadership and management skills - Excellent communication skills both written and oral - Excellent ICT skills. - Demonstrable, well 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. - 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.	Skills - Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery. - Demonstrable ability to support staff development and encourage progression. - Proven ability to manage time pressured tasks, to ensure wellbeing and service delivery. - 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. - Excellent time management, able to employ advanced techniques such as time blocking and techniques to maximise productivity.
				Skills - Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery. - Demonstrable ability to support staff development and encourage progression. - Proven ability to manage time pressured tasks, to ensure wellbeing and service delivery. - 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. - Excellent time management, able to employ advanced techniques such as time blocking and techniques to maximise productivity.	Skills - Demonstrable ability to analyse and interpret varied and complex information and create strategies that influence outcomes and structure delivery. - Demonstrable ability to support staff development and encourage progression. - Proven ability to manage time pressured tasks, to ensure wellbeing and service delivery. - 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. - Excellent time management, able to employ advanced techniques such as time blocking and techniques to maximise productivity.

		To lead on identifying, developing, and implementing service improvements based on data and process analysis in the specific area of responsibility.		regularly to track progress and adjusting where relevant to ensure actions set are completed within a timely manner. Enhanced level of communication, able to build professional relationships with schools, academies, Trusts, external professionals, and internal departments.	
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. To oversee and manage the 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	Required for this level.	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> - Educated to degree level. - Level 6 qualification in careers guidance or similar relevant to role	<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
			<u>Experience</u> - 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.	<u>Experience</u> - Experience of 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.	<u>Experience</u> - Demonstrable experience of stakeholder management (internal and external). - Demonstrable experience in the identification and management of risk in relation to the role - Demonstrable experience of providing information and advice on internal procedures related to employees. - Demonstrable experience of staff development and progression

		and maintained on the relevant Programme Management System in a timely way. Ensure robust and effective quality assurance mechanisms and processes are in place to maintain 100 percent accuracy and delivery within timescales across the programme. Empower and motivate staff to be able to respond effectively to the changing demands of the service through effective leadership. Ensure staff personal development through effective implementation of the Performance and Development Review process. Motivate, cross-train, coach, and support team members, where necessary, building skill sets in order to develop and support team resilience and succession planning. Ensure that equal opportunities issues are taken into account on all service delivery and employment matters. This includes monitoring, planning, and implementing change and taking action in accordance with the corporate objectives. Ensure that all activity is carried out in accordance with legislation, national guidelines, Medway Council's policy and procedures, and is applied using the principles of good practice including ethics and probity and take account of safeguarding policy and standards.	• Extensive experience in educational services and/or working with schools.	• 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.	• Demonstrable experience of working with partners to increase collaboration
			<u>Skills</u> • Able to work independently within guidelines. • Able to problem solve and make decisions with limited supervision. • Excellent leadership and management skills • 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.	<u>Skills</u> • Able to demonstrate ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. • Able to demonstrate ability to use highly developed communication skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences and stakeholders. • Demonstrable ability to analyse and interpret varied and complex information or situations develop solutions and/or strategies. • Demonstrable ability to use key educational, NEET and national data sets to inform practice.	<u>Skills</u> • Able to demonstrate ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. • Able to demonstrate ability to use highly developed communication skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences and stakeholders. • Demonstrable ability to analyse and interpret varied and complex information or situations develop solutions and/or strategies. •

		To lead on identifying, developing, and implementing service improvements based on data and process analysis in the specific area of responsibility.			
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