

Job Description

Job title	Information, Advice and Guidance Specialist
Directorate	PEOPLE : Children and Adults
Division	Education and SEND
Range	MPR 3
Reports to	IAG Team Lead

Main purpose of the job:

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.

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

Accountabilities and outcomes:

Engage with NEET young people to develop pathways to education, training, and employment.

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

Enable young people to formulate informed and realistic plans for employment, education and training and support them to achieve these goals.

To maintain and 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 Guarantee, Offer and Activity Survey for young people in year 11 and 12 in line with government policy and reporting.

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.

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 IAG Team Lead

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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 minimum Level 4 qualification in Careers Guidance and be willing to work towards a Level 6

Level B (in addition)

- To hold a minimum of Level 2 functional skills in Maths and English
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Knowledge

Level A

Knowledge of the barriers young people face when accessing employment, education or training.

Level B (in addition)

Knowledge of Local labour market trends.

Level C (in addition)

Knowledge of Post 16 Opportunities to include SEND provision and Alternative provisions.

Experience

Level A

Experience of working with young people with CEIAG support needs, including those with complex support needs

Level B (in addition)

Significant experience building relationships with young people aged 16-17 years

Level C (in addition)

Experience of working with a variety of partners and agencies to support young people

Experience of monitoring and managing compliance to legislation and acting upon findings

Experience of working in a solution/outcome focused manner to achieve results

Skills

Level A

- Strong oral and written communications skills

Level B (in addition)

- Good interpersonal and networking skills, with the ability to create and sustain partnerships

Level C (in addition)

- Proven ability to influence and negotiate successfully on behalf of young people

Proven ability to operate ICT information-based systems, including word, excel and in particular databases and management information systems.

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.

An ability to work across boundaries and achieve performance and results through others.

The ability to work under pressure and meet deadlines.

Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.

Commitment to equality and diversity, accepting differences and treating everyone fairly.