

Job Description

Job title	Young Persons Tracking Officer
Directorate	PEOPLE : Children and Adults
Division	Education and SEND
Range	MPR 2
Reports to	Post 16 Programme Lead

Main purpose of the job:

To support the reduction of the NEET and UNKNOWN figures in Medway, by contacting all young people of academic age 16-17 years who do not have recorded destination. Collecting data from education establishments and working closely with neighboring authorities to ensure that data held within Medway is concise.

To work with the IAG Team, to promote activities, support delivery of initiatives and sign post young people to appropriate opportunities.

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

Accountabilities and outcomes:

To contact young people academic aged 16-17 to establish their education or employment status, and record outcomes on the Client Caseload Information System (CCIS).

To offer Information and Advice to young people to signpost them to appropriate local provision.

Where required, contact learning organisations and local authorities outside of Medway to gather this information.

Contribute to the development of information and systems including tracking systems, directories, and manuals to ensure that young people have access to the most up to date information and can engage in positive activities. This will contribute to the Council's aim to reduce the number of NEETs in Medway.

To accurately record this information on the Client Caseload Information System (CCIS database) which is used by the Local Authority to comply with its statutory duty to track young people and report to the DfE.

Support social media presence to support young people in Medway.

Undertake administrative activities to support events and opportunities.

Undertake supportive tasks to ensure the IAG Service can remain open.

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 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 of Level 2 qualification in Maths and English

Level B (in addition)

To hold a Level 3 qualification in Careers Guidance or be willing to work towards

Knowledge

Level A

Demonstrable ability to carry out a range of tasks and understand the procedures associated with them.

Level B (in addition)

Ability to use equipment provided and possess the written and numerical skills needed to compile straightforward reports, correspondence, calculations, carry out assessments.

Level C (in addition)

- <add in role specific knowledge>
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Experience

Level A

Experience of working with young people and a broad understanding of the barriers young people face to gaining training, education and employment.

Level B (in addition)

Experience of working as part of a team and contributing to organisational targets.

Level C (in addition)

General knowledge of the local labour market and opportunities in Medway.

Experience of using and keeping a database up to date.

Experience of using alternative platforms to promote services.

Skills

Level A

Excellent ICT skills with the ability to demonstrate the application of these within a work context.

Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working

Demonstrable ability to use written and oral communication skills to present varied information in an

understandable way to a range of audiences

Level B (in addition)

Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.

Level C (in addition)

Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people.