

Job Description

Job title	NEET Prevention Officer
Directorate	PEOPLE : Children and Adults
Division	Education and SEND
Range	MPR 3
Reports to	Post 16 Programme Lead

Main purpose of the job:

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.

Accountabilities and outcomes:

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.

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.

To assist with the publications onto the internet

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

- minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent
-

Knowledge

Level A

- 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

Level B (in addition)

- 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

Level C (in addition)

- 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

Level A

- 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.

Level B (in addition)

- 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

Level C (in addition)

- 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

Level A

- 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

Level B (in addition)

- 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.

Level C (in addition)

- 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.