

Young Person's Participation Officer

Service:	School Improvement, Secondary, Special & PRU, Skills & Employability
Salary:	TEP6
Reporting to:	Principal Engagement Lead

Purpose of Role:

- To contact young people aged 16-18 to establish their education or employment status and accurately record this information on the Client Caseload Information System (CCIS database). This is the database used by the Local Authority to comply with its statutory duty to track young people and report to the DfE.
- Where necessary, contact learning organizations to gather this information.
- To refer young people who are NEET (Not in Education, Employment or Training), to the NEET Support Service.

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

- Contact young people in a variety of ways e.g. telephone, letter, email and social media to establish what they are doing and accurately record this on the Client Caseload Information System (CCIS).
- Assist the NEET Support service (Not in Education, Employment or Training) in three Kent districts with the organisation for NEET review meetings. Record outcomes on the Client Caseload Information System (CCIS).
- Develop, monitor and maintain office systems and contribute to the ongoing development of new working practices. Utilise social media to maximise and maintain contact between the Skills and Employability Service and Kent's young people.
- Develop and maintain relationships with, schools and colleges to ensure the continued good working relationship and timely transfer of data to enable KCC to track young people.
- Assist in the maintenance of the www.KentChoices.co.uk website as directed and provide guidance to parents/carers and young people on how to navigate the website and make online applications.
- Work to targets set by the Principal Engagement Lead and the Young Person's Participation Coordinator that ensure that KCC meets its monthly returns to the DfE (Department of Education).

Annex B: Person Specification

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level, level 2 Diploma or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Broad experience of working in an office environment • Experience of using and keeping a database up to date
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to balance constantly changing priorities • Excellent interpersonal and organisational skills • Ability to empathise with young people • Proactive approach and ability to use initiative • Ability to work to deadlines and targets
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent knowledge of ICT • Knowledge of social media • Awareness of services provided by the Skills and Employability Service • Awareness of data protection and confidentiality issues.
BEHAVIOURS	<ul style="list-style-type: none"> • Can do approach • Confidential, ability to work as part of a team. • Professional approach.

Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.