

# Tracking and Engagement Adviser

## Grade 2

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth.
- Live in thriving and sustainable communities
- Be healthier and more independent for longer.

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens.
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions.
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the County Council's Economy, Infrastructure and Skills Directorate (EIS). The vision for EIS is to help Staffordshire's economy grow, so that everyone has the opportunity of a good

job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Skills & Employability purpose is to improve people's lives through learning and training, leading to employment and/or increased personal fulfilment, supporting the growth of Staffordshire's economy and society:

Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire's '16+' residents, by enabling provider partnerships and through direct delivery.

- Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
- Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
- Working with providers and partners to ensure that Staffordshire's social, employment and economic skills demands are met.

The Careers and Participation Service, in which this post sits, is located within Skills and Employability.

The Careers and Participation Service works with young people at risk of not participating in learning, or those who are not participating to provide support to enable them to participate in learning.

Work in relation to participation also includes the tracking of all young people resident in Staffordshire of academic age 16 and 17 in relation to their participation status.

The Careers and Participation Service also offers a traded Careers Guidance service to schools and colleges, primarily, though not exclusively in Staffordshire.

### **About the Role**

The Tracking and Engagement Adviser role is to follow up, engage and maintain appropriate contact with young people to ascertain whether they are currently engaged in education, employment or training.

The postholder will be expected to work occasional evenings and Saturdays, as required.

## **Reporting Relationships**

**Responsible to: Head of Service Careers and Participation**

## **Key Accountabilities:**

1. Follow up and maintain contact with individuals to monitor, review and support engagement and sustainment in education, employment, and training as per performance targets.
2. Obtain information using a range of methods, in accordance with government guidance and local criteria/guidance, during agreed hours and against defined volumes.
3. Refer and signpost individuals to Careers and Participation mentors and advisers or partner organisations for appropriate support to ensure their needs are being fully met.
4. Maintain client records to support the completion of statutory data collection, in accordance with the operational calendar.
5. Conduct home visits with colleagues to ascertain information, as required.
6. Be responsible for safeguarding and promoting the welfare of clients.
7. Contribute to service design, evaluation, review and improvement.
8. Improve and maintain own skills and practice in advice and guidance and customer service to enhance the effectiveness of the service.

This post is designated as a casual car user.

## **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

## **Financial Management**

GP 20 10 23

Job ID 70000699/G02/CAS

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

### **People Management**

Engaging with People Management policies and processes

### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.




### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**

 A = Assessed at Application  
 I = Assessed at Interview  
 T = Assessed through Test

<b>Minimum Criteria for Disability Confident</b>  <b>Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>• Level 2 Information, Advice and Guidance or Level 2 Customer Service (or willing to work towards)</li> <li>• Maths and English GCSE Grade A-C / 9-4 (or equivalent) desirable</li> </ul>	 A/I A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Knowledge of the issues affecting people's engagement in education, employment and training, particularly the impact of social and economic disadvantage on personal motivation and confidence.</li> <li>• Experience of delivering a prompt and efficient service to all clients via outgoing and incoming calls, text, and email.</li> <li>• Ability to work to and meet call volumes and performance targets.</li> <li>• Knowledge of safeguarding and child protection.</li> </ul>	 A/I A/I A/I A/I
	<b>Skills</b> <ul style="list-style-type: none"> <li>• Enthusiastic and comfortable making phone calls.</li> <li>• Attention to detail.</li> <li>• Proficient in using IT including Microsoft Outlook, Excel and Teams</li> <li>• Ability to prioritise and manage own workload.</li> <li>• Efficient data inputting skills that show an attention to detail and an understanding of the impact of timely and accurate recording</li> <li>• Effective listening and questioning skills</li> <li>• Organisation and time-management skills</li> <li>• Flexible and able to adapt to change to achieve continuous improvement.</li> <li>• Team player with a positive attitude</li> <li>• Enhanced Disclosure and Barring Service (DBS)</li> </ul>	 A/I A/I A/I A/I A/I A/I A/I A/I A/I

--	--	--



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300