



## **Job Description**

**Job title:** Community Progression Officer

**Grade:** 4

**Hours:** 37

**Location:** MMW/Mansfield (Depending if City or County based)

**Responsible To:** Targeted Support Delivery Manager

## **JOB SUMMARY:**

As a Community Progression Officer (CPO), you will be responsible for the engagement, and progression of learners and participants aged 16+ and support in the achievement of job, education, training and learning outcomes through our Targeted Support and Skills programmes. You will work both in the office and within communities to ensure customers receive an outstanding customer service and journey with Futures.

You will be an essential part in our customer journey, supporting our customers who are looking for their next steps and career / learning journey. You will build and maintain effective rapport and relationships with customers, prospective customers and learners to ensure they are supported to achieve their learning and career goals.

You will be adept at working in a fast paced, evolving and targeted environment, working effectively to coordinate the support required by our customers. You will use your exceptional planning and organisational skills to ensure that all customers are given appropriate assistance in ensuring they remain in sustained education, employment and training and to take the next step in their career journey.

## **ROLES AND RESPONSIBILITIES:**

- Actively promote the Futures offer to all stakeholders, building a strong rapport with learners/customers and promoting the opportunity and benefits further training, advice and guidance can offer.
- Develop appropriate partnership networks to improve access to our services for learners/customers including harder to reach groups and those in most need of support and advice.
- Develop partnerships with a wide range of support services, signposting to services to overcome barriers and enable customers to enter and sustain a positive education, employment and training outcome.
- Use communication and coaching tools and techniques to provide information and advice to learners/customers with targeted needs in 1 to 1 and group settings using digital and non-digital means.

- Regularly follow up and track the learner/customer's status and record accurately all outcomes, ensuring evidence is gathered in line with contract requirements. This will include home visiting as required.
- Actively participate in outreach work across a range of contracts.
- Carry out eligibility checks and initial assessments.
- Support to develop and deliver group support sessions to support learners/customers in overcoming barriers e.g. Money management and budget planning, pre-employment skills and confidence and resilience.
- Participate in Futures job clubs.
- Gather customer feedback and case studies through a variety of methods.
- Maintain accurate digital records in a timely manner, optimising the use of IT, including reports and dashboards.
- Maintain the live register of NEET young people referring any that require guidance to careers advisers. Proactively follow up statuses of young people on the live register.
- Undertake data processing of PLASC and school data, identifying anomalies and inaccuracies. Link with schools and local authorities to identify missing data or data cleansing requirements and process transfers out of area.
- Attendance at jobs fairs and community venues e.g. food banks, family hubs libraries, job centres to generate customer referrals.
- Key link between Targeted Support, Skills and the Customer Hub including updating NEET website on a regular basis.
- Carry a small caseload of customers from Targeted Support contracts.
- To work in a target driven and outcomes-based environment meeting individual and team KPI's

## **FUTURES VALUES:**

**The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.**

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

## COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain your own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

## PERSON SPECIFICATION

### Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
<b>Education</b>			
(E) Qualified to Level 2 Information, Advice and Guidance, or willing to work towards	✓		✓
<b>(E) Educated to GCSE/or equivalent standard of education including English/Maths/or Functional Skills (E)</b>	✓		✓
(E)	ü		ü
<b>Experience &amp; Knowledge</b>			
(E) Experience of working in a customer facing environment	✓	✓	
(E) Experience of working in a performance target driven environment	✓	✓	
(D) Experience of working in a fast paced, evolving environment with the ability to manage multiple priorities	✓	✓	
(D) Knowledge of the labour market, wider provision and stakeholders local to the area in which you are applying		✓	✓
(D) Knowledge and understanding of the barriers and issues affecting unemployed customers, particularly those facing multiple barriers and intersecting support needs	✓	✓	
(E) Experienced in identifying and supporting with the removal of barriers related to socially excluded customers and those who are at increased risk of NEET (not in education, employment and training)	✓	✓	
(E)	ü		
<b>Skills &amp; Ability</b>			
(E) IT Skills – Strong in use of databases, MS products including word processing, email, internet, Microsoft Teams and modern mobile devices	✓		
(D) Ability to build rapport quickly and adapt to customer needs and communication to inspire, motivate and challenge customers	✓	✓	
(E) Willingness and ability to take decisions and to exercise sound judgement, particularly with regard to safeguarding vulnerable customers	✓	✓	
(E) High level digital literacy skills, and data accuracy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies	✓		
(E) Excellent organisational skills with a demonstrated ability to manage a busy schedule/workload under pressure	✓	✓	
(E) Able to effectively network to build and maintain effective relationships internally and externally.	✓	✓	
<b>Attitude &amp; Values</b>			
(E) Demonstrates excellent communication and understand its importance in both customer relationships and teamwork		✓	
(D) Highly self-motivated, proactive and enthusiastic with a can do attitude	✓	✓	

(D) An adept communicator with the ability to persuade, influence and listen to others	✓	✓	
(E) Ability to effectively contribute to the success of the team	✓	✓	
(E) Flexibility and willingness to change work schedule and work unsocial hours where necessary	✓		
<b>Company Requirements</b>			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	
Vehicle owner/full driving license holder or able to travel to and from various locations across the East Midlands (E)	✓	✓	✓