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 | **POST TITLE:** | Progression Assistant |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:**  | 3Job Evaluation Ref No: N9310 |
|  | **LOCATION:** | Your normal base will be at The Work Place in Newton Aycliffe. You may be required to work at any Durham County Council work place, as required. |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The Progression Assistant will be accountable to the Progression Officer and will work closely with the Planning and Analysis Coordinator, as well as other colleagues across the service. The Progression Assistant will need to establish good working relationships with a range of internal and external colleagues and partners.

1. **DESCRIPTION OF ROLE:**

The Progression Assistant will contribute to developing and maintaining systems and processes to ensure the Local Authority meets its statutory obligations in relation to the participation of young people in learning agenda.

The Progression Assistant will undertake a range of administrative duties to ensure that the service operates effectively and efficiently to meet all management information and reporting requirements and achieves its objectives.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* To undertake a range of administrative functions to support and underpin the work of the service.
* To support the organisation and arrangement of meetings/events, managing diaries and travel arrangements under the direction of the Progression Officer.
* To ensure distribution groups and contacts are up to date and maintained with all relevant information.
* To prepare and distribute a wide range of information and documents, as required e.g. data sharing agreements, reports etc.
* To maintain systems and processes to support service priorities and objectives.
* To record and communicate information appropriately, in a variety of formats, to and from colleagues, internal, external partners and contractors.
* To maintaining service communications systems e.g. Sharepoint etc.
* To manage incoming calls and e-mails from service mailboxes e.g. iyss.
* To take responsibility for managing high volume bulk data input to tight deadlines.
* To take responsibility for accurate and timely recording in the CCIS database.
* To make and receive telephone calls to young people and/or their parents or carers to gather information, making decisions about the response required.
* To make referrals to appropriate colleagues in the service.
* To ensure that information is processed within statutory timescales to meet reporting requirements.
* To undertake quality assurance and evaluation activities.
* To support information management, undertaking and contributing to research and report production in relation to participation in learning e.g. statistical data etc.
* To work within current Data Protection requirements, Information Sharing protocols and Caldicott Guidelines.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification – Progression Assistant (Grade 3)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * 4 GCSEs (Grade A\* - C) or equivalent, including English Language.
 | * Level 2 qualification in Business Administration or Customer Service.
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Experience of working in an administrative environment, undertaking a wide variety of functions and processes.
* Experience of working in a Customer Service role.
* Experience of working with databases.
 |  | Application formSelection ProcessPre-employment checks |
| **Skills/Knowledge** | * Ability to deal with a range of individuals in a polite and helpful manner.
* Ability to use ICT including Outlook and Microsoft Office.
* Good communication and interpersonal skills.
* Good organisational and administrative skills.
* Ability to work methodically, accurately and pay attention to detail.
 |  | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Highly organised.
* Ability to work as part of a team.
* Ability to be proactive, and use own initiative.
* Ability to motivate self.
* Adaptability, flexibility and capacity to work effectively under pressure and to tight deadlines.
* Committed to high quality service delivery.
* A genuine interest in young people and young people’s services.
* Willingness to undertake ongoing workforce development.
* Commitment to Equal Opportunities.
 |  | Application formSelection ProcessPre-employment checks |