

**Job Description**

**Job Title:** Engagement Officer

**Salary Grade:** Grade 6

**SCP:** 22 - 25

**Job Family:** Organisational Support

**Job Profile:** OS3

**Directorate:** Neighbourhoods

**Work Environment:** Agile

**Reports to:** Quality, Performance and Achievement Manager

**Number of Reports: 0**

**Purpose:**

To contribute to the development, delivery and evaluation of the Service's priorities. These include the co-ordination of skills and education programmes to support all aspects of learning funded by Adult Education Budget in Sunderland.

To support the Designated Safeguarding Lead in carrying out all requirements of this role, as specified by the management team, the wider Council, the ESFA and Ofsted.

**Main Duties and Responsibilities:**

To engage with delivery partners and other stakeholders to promote access to the Service's extensive range of education and skills programmes, taking into account local, regional and national priorities. These stakeholders include:

Training providers

VCS organisations

Schools

Community groups

Statutory bodies such as JCP

Target learner groups

To co-ordinate and maintain forums and networks involving training providers and other partners.

To support and assist the Designated Safeguarding Lead in all aspects of Safeguarding and Prevent, including:

* Carrying out Prevent Risk Assessments and Action Planning as required.
* Carrying out other safeguarding risk assessments as required.
* Ensuring that safeguarding strategies, policies, risk assessments and action plans are properly communicated to internal and external partners.

* Maintaining the incident log, ensuring that actions are appropriate, followed up and closed out in a timely manner. Analysing incidents and identifying trends.
* Where required, attending meetings where information and good practice is shared.

Work with the Quality, Performance and Achievement Manager to undertake on-going monitoring of subcontracted Adult and Community Learning provision. This will include carrying out monitoring visits during learning sessions delivered by subcontracted training providers; working with the Quality, Performance and Achievement Manager, the QMO and individual training providers to resolve instances of under-performance and other issues, via action planning, follow up and close out. The post will contribute to the contract review process to ensure that providers are achieving contractual targets and KPIs and participate in procurement processes as required.

Ensure appropriate information and advice is communicated to a wide range of audiences both internal and external, enabling productive working relationships to be developed and maintained.

Ensure that the Service meets customer requirements; this includes promoting access to programmes and assessing training/learning needs to inform further programme development.

Provide appropriate information, advice and guidance to training providers regarding funding requirements, learner eligibility, legislative changes, learner progress, achievements and issues.

Work with the Learning Champion to ensure that the views of learners and training providers are analysed so that impact can be measured and provision can be developed to meet the needs of the people and communities we engage with.

Ensure that a wide range of community-based learning organisations are identified who are well placed to engage people, particularly those who are disadvantaged by personal circumstance or because of where they live.

Play a full role in the Service's Self-Assessment and Quality Improvement Planning process.

Work with the Learning Champion to promote new training and learning opportunities covering a wide range of communities in Sunderland.

Carry out an effective level of quality assurance checks on incoming adult and community learning paperwork to ensure that information is robust prior to data entry.

Co-ordinate and play a leading role in regular Subcontractor Forums, drawing up agendas and recording actions agreed.

Attend meetings as appropriate, in accordance with the Performance Management Framework, compiling and delivering reports and information where required.

Undertake any other duties commensurate with the job role and grade, as required by the Service.

Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council .

Comply with the principles and requirements of the Freedom of Information Act 2000

Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.

Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.

Comply with the principles and requirements in relation to the management of Council records and information ; respect the privacy and personal information held by the Council.

**Date: August 2019**