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|  | **POST TITLE:** | Progression Officer |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | 5  Job Evaluation Ref No: N9309 |
|  | **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 Officer will be accountable to the Planning and Analysis Coordinator and Progression Coordinator. The Progression Officer will work with the Progression Coordinator, Planning and Analysis Coordinator, as well as other colleagues to ensure effective administrative support to the delivery of service priorities. The Progression Officer will need to establish good working relationships with a range of internal and external colleagues and partners.

1. **DESCRIPTION OF ROLE:**

The Progression Officer will be responsible for developing and managing 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 Officer will oversee external contracts and supervise the role of Progression Assistant to ensure the service operates effectively and efficiently to achieve its objectives. This includes providing administrative support to managers across the service.

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

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

* To ensure all activities of the service are supported to achieve key priorities and to meet targets.
* To supervise the Progression Assistants, including allocating and monitoring work in order to ensure the service operates effectively and efficiently.
* To manage, monitor and maintain administrative systems.
* To prepare and produce documents, reports, correspondence and presentations.
* To make arrangements for meetings and workshops including the booking of venues, sending invitations, organising agendas, taking minutes and monitoring progress against identified tasks.
* To provide administrative support for HR tasks, including: annual leave, sickness, and disciplinary matters.
* To communicate effectively with Elected Members, Senior Officers in the Local Authority, with representatives of partner organisations, and with members of the public.
* To manage projects, including researching and presenting information.
* To contribute to service improvement, innovation and transformation.
* To organise travel, accommodation and hospitality requirements on behalf of service managers.
* To oversee external service contracts, liaising with providers, maintaining accurate records, reviewing compliance and advising where issues arise.
* To undertake quality assurance and evaluation activities to contribute to informing future contract management and service developments.
* To liaise with schools, colleges and independent learning providers to ensure effective arrangements are in place for Data Sharing.
* To ensure timely and safe practices in data handling in all situations.
* To manage information, undertake research, and produce statistics, data and reports for MI purposes.
* To ensure information is processed within statutory timescales to meet reporting requirements.
* To maintain service communication systems e.g. Sharepoint, to ensure effective communication with both internal and external colleagues and partners.
* 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**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 3 in Business Administration (or equivalent). | * Level 4 in Business Administration (or equivalent). | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Extensive experience of working in an administrative environment, undertaking a wide variety of functions and processes. * Experience of supervising staff. * Experience of providing administrative support to a range of staff. * Extensive experience of providing Customer Service. * Experience of planning and organising meetings / events. * Experience of diary management. * Experience of producing effective meeting agendas / minutes. * Experience of formatting reports and correspondence. * Experience of working with databases. |  | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | * Ability to deal with a range of individuals in a polite and helpful manner. * Good organisational and administrative skills. * Good customer service skills. * Excellent ICT skills, utilising Microsoft Office applications e.g. Word, Outlook, Excel, PowerPoint. * Good communication and interpersonal skills. * Good organisational and administrative skills. * Ability to use tact and discretion, including handling of sensitive and confidential information. * Ability to manage databases and filing systems. |  | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Confident and assertive. * Ability to use own initiative. * Ability to work as part of a team. * Ability to prioritise and manage workloads of self and other staff. * Ability to motivate self and other staff. * Ability to work methodically, accurately and pay attention to detail. * 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 form  Selection Process  Pre-employment checks |
| **Other qualities** |  |  | Application form  Selection Process  Pre-employment checks |