



Young People's Participation Data Tracking Officer

Salary: Band 5: £26,473 to £28,239 per annum, pro rata

Hours: 23.5 hours per week

Contract: Permanent

What is the role?

Reporting to the Information Analyst (Young People's Participation), you will be responsible for the tracking of the destination of all 16-19 year olds and up to 25 for those who have Special Educational Needs or Disabilities (SEND) and recording all information on the Core+ CCIS database.

This will be done by working with Departments within PCC, other Local Authorities and external agencies, and, most importantly, by contacting the young people directly by text, telephone, post and through home visits, in order to signpost to advice and guidance, education and training opportunities.

You will be expected to work flexibly, operating in a variety of settings and will be required to hold a driving license and have use of a car to carry out home visits.

Key tasks and responsibilities will include:

- Undertaking the tracking of young people via phone calls/texts and home visits and work towards targets set by DfE and the Department
- Supporting statutory Data Collections, e.g. September Guarantee and Activity Survey
- Keeping the Core+ database up to date
- Providing information/data to key services and agencies in terms of referral information about young people and support the contact / flow of information to young people
- Providing detailed reports from the Core+ IYSS for personal use in tracking young people
- Dealing with telephone and email enquiries that come into the service

Who is the person?

You will need to have:

Qualifications

- The post holder would be expected to be qualified to at least Level 2 (including English and Maths)

Experience of:

- Working in Children's Services and / or Youth Services
- Data entry and Database enquiry
- Customer facing role

Knowledge and understanding

- A good awareness of Data Protection and Safeguarding issues and is committed to ensure the safety and wellbeing of young people, staff and the wider community
- Understand the importance of confidentiality

Skills and abilities

- Mandatory: Hold a driving licence and have use of a car to carry out home visits
- A good working knowledge of Microsoft Office including Word, Excel, PowerPoint and Outlook
- Good numeracy and literacy skills
- Good communication and interpersonal skills: able to engage effectively with young people, parents/carers and colleagues, stakeholders and partner agencies
- Able to build positive and effective relationships with young people and their parents/carers and other professionals
- Able to work well as part of a highly functioning team
- Good attention to detail and level of accuracy
- Able to recognise when young people need support, and refer to appropriate services and signpost to other agencies where necessary

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights, you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.