

Lancashire County Council Job Description

Participation Relationship Support Officer (Grade 6)

Job Purpose

Reporting to the Participation Relationship Manager within the 16-19 Education and Skills Team, this post will provide general and specialist technical support to ensure the team is effectively discharging the authority's statutory duties in relation to tracking the participation status of all 16 and 17yr olds living in the county. This role may also include day to day supervision and direction within the team.

This post will directly contribute to achieving the following priorities identified in LCC's Education Strategy 2022-2025:

- Improve outcomes for vulnerable groups; and
- Increase the number of children and young people in education, employment and training.

Scope of Work

Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.

Accountabilities/Responsibilities

- Providing technical support for the team, including producing standard Crystal reports and undertaking matching across datasets
- Liaising with partner organisations, including education providers and other local authorities, in relation to the submission of statutory datasets
- Be responsible for working with secondary schools in relation to NEET young people and managing the timing of this activity being undertaken
- Contacting young people directly to determine their participation status and being a point of contact for responses
- Provide support in system maintenance to ensure that it remains fit for purpose in meeting our statutory duties
- Liaising with internal teams in relation to the participation status of young people in vulnerable groups
- Be proactive in reviewing processes and procedures to ensure the team is working effectively and efficiently
- To assist the Participation Relationship Manager in ensuring our monthly data submissions to the DfE are accurate and timely
- Providing support/overseeing the work of our business support officer
- Understanding of CCIS guidance

- Responsibility for maintaining accurate information on appropriate webpages

Skills, Knowledge and Experience

- Experience in using Microsoft Office, in particular Excel
- Experience of working independently with relevant specialised systems and IT, such as CCIS, Crystal Reports and databases
- Working knowledge of the practical application of specialised processes and procedures relevant to the role
- Analytical skills, including the use of spreadsheets and reporting to present data
- Ability to communicate in an appropriate manner with external partners and young people
- Ability to work as a member of a team as well as being able to work without close supervision

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of tasks to required standards, deadlines and timescales.

**Lancashire County Council
Person Specification**

Participation Relationship Officer (Grade 6)

Requirements	Essential (E) or Desirable (D)	Identified by Application (A) or Interview (I)
Qualifications:		
Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable	E	A
Experience:		
Previous relevant experience or the ability to demonstrate the competence to carry out the job	E	A/I
Experience of working independently with relevant specialised management information systems, Crystal Reports and databases or be able to demonstrate the ability to carry out the role	E	A/I
Experience in using Microsoft Office, in particular Excel	E	A/I
Knowledge and Skills:		
Working knowledge of the CCIS system	E	A/I
Working knowledge of the practical application of specialised processes and procedures relevant to the role, typically gained through recent practical experience	E	A/I
Analytical skills, including the use of spreadsheets and formulas and reporting to present data	E	A/I
Ability to communicate in an appropriate manner with external partners and young people	E	A/I
Ability to work as a member of a team	E	A/I
Ability to work without close supervision and to use own initiative to manage and prioritise workload	E	A/I
Up to date knowledge of relevant policy and statutory regulatory framework	D	A/I
Other (including special requirements):		
Commitment to equality and diversity	E	I
Commitment to health and safety	E	I
Display the LCC values and behaviours at all times and actively promote them in others	E	I