

## Job Description

Job Title: Client Researcher

POSCODE:

Grade: 5

### Overall purpose of the job

To lead the follow up, tracking and engagement of young people in order to identify their situation for accurate statutory reporting on raising participation age. To signpost for further support where needs are identified to internal teams including Targeted Support, Social Care, Youth Offending Service, or to external partners Health Services and Job Centre Plus.

	<b>Main accountabilities</b>
1.	Manage a caseload of young people, whose currency of information has expired under the DfE guidelines, in order to support Targeted Support to maintain and improve its position in national league tables of NEET and unknown. To follow up via identified communication methods. Client researcher must tailor their approach to meet the needs of the young person they are contacting (e.g. additional needs, looked after, teenage parent, illness)
2.	To lead on the transfer of clients in and out of the area on behalf of Targeted Support by using the National Client Caseload Information System, to ensure continued support for young people who move to other authorities.
3.	To actively support young people by regularly contacting them and encouraging them to access employment, education and training and access appropriate information sources by signposting to other relevant services. Where the needs of the young person required it, client researchers to establish links with training providers, FE providers to be able to give relevant and up to date information to young people to support them into EET.
4.	Co-ordinate the internal and external data required to undertake the Annual Activity Survey and September Guarantee as required by Department for Education, through liaising with schools and FE Colleges. Undertake expert role in this task on behalf of the targeted support service.
5.	Use databases and information sources available to you from a variety of agencies to include Children Social Care, Schools, YJS, Housing and Partner Agencies to obtain up to date contact information or to confirm a young person's EET status.
6.	Lead the delivery of the follow up process of year 11 electively home educated young people to ensure accurate recording of their September guarantee status, and a consistent level of high quality support offer to this vulnerable group. Further needs are identified and signposting for specialist support as appropriate. Provide feedback to senior managers on the effectiveness of the process, and recommend improvements.
7.	To be a superuser of the local authorities CCIS system, provide local 1:1 training on the system to new users and ongoing support to ensure accurate recording for statutory returns. To play a key role in the of CCIS Business Processes and Management Information Meetings, influencing the agenda, actively participating in discussions representing the views of users across the county, helping inform new processes.

8.	To develop, co-ordinate and monitor systems to ensure the CCIS system is kept up to date and accurate, to meet local and national quality standards. Test upgrades to the system and feedback findings and changes required to IT and digital operations team. Provide feedback to IT and digital operations team when changes are required to the system to support users and processes.
9.	Take the lead with all secondary education and further education providers to ensure effective information exchange. Build and maintain relationships with external education providers, and implement a solution focussed approach where information required is not forthcoming.
10.	Manage the timely follow up of early leavers as defined by Raising Participation Age, report back trends to FE colleges.
11.	To participate the local authority in multi-agency meetings that are associated with NEET reduction and improvement of training provision in the local area. Provide up to date information on the current cohort of NEET young people for partners, to allow the meeting to plan work to support young people into EET.
12.	To identify and carry out outreach visits to young people who require it to confirm their situation and inform them of support available, maintaining accuracy of information on the CCIS system.
13.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
	Demonstrate an awareness and understanding of equality, diversity and inclusion.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
NVQ Level 3 or Equivalent		Essential
5 GCSEs at Grade C or above, including: English and Maths and be ICT confident		Essential
Level 4	Information, advice and guidance	Desirable

Minimum levels of knowledge, skills and experience required for this job

Knowledge	Describe	Essential/ Desirable
Awareness of issues	Awareness of the range of issues affecting young people	Essential
Knowledge of support services for YP	Knowledge of support services for young people, particularly around NEET, Targeted Support Services.	Essential
Data Management	Knowledge and experience of data management, including data collection, analysis and research	Essential
Information Sharing	An understanding of the challenges entailed in monitoring the implementation of complex inter-agency information sharing strategies	Essential
Confidentiality	An understanding of the importance of maintaining confidentiality	Essential
Partnership working	Knowledge of partnership working at all levels including an understanding of the organisational structures of public and private organisation partner agencies.	Essential
Data Systems	Knowledge of the local CCIS database and the National Client Caseload Information System	Essential
Education Opportunities	Awareness of Education and Training provision for young people	Essential
Advanced Data Systems Knowledge	Knowledge of other data systems such as Capita ONE, Liquid Logic and CVYJ.	Desirable
<b>Skills</b>		
Decision making	Ability to seek more information to determine the extent of the problem and apply judgement in decision making when uncovering issues faced by young people, tailor signposting accordingly.	Essential
Forward planning	Able to plan daily, weekly, monthly and annual tasks autonomously, and adapt to meet changing priorities for the transitions team and wider district team.	Essential

Communication Skills	Able to communicate effectively verbally and written with young people, parents, carers and partners.	Essential
Rapport Building	Able to engage and build a rapport with young people and partner organisations.	Essential
Problem solving skills	Strong problem solving skills to handle a changing environment with potentially conflicting priorities.	Essential
Data Analysis	Ability to provide routine and exceptional analyses of complex data and contribute to local research requirements	Essential
Coaching and Mentoring	Ability to support other professionals on the use of the CCIS system and RPA processes.	Essential
ICT Skills	Good level of ICT skills, including using MS Office applications.	Essential
Time Management	Able to perform effectively under pressure and to meet challenging deadlines	Essential
Working Arrangements	Able to work effectively alone and as part of a team	Essential
Negotiation Skills	Ability to negotiate with internal and external partners to achieve positive outcomes.	Desirable
<b>Experience</b>		
Customer Service	Relevant experience of customer service via phone, text and email.	Essential
Data Systems	Proven experience of data management and performance management systems and maintaining information on IT systems.	Essential
Partnership working	Experience of working with a range of partner organisations	Essential
Working with Young People	Experience of working with Young people and people seeking advice.	Desirable
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

### Disclosure level

What disclosure level is required for this post?	None	<b>Standard</b>
	Enhanced	Enhanced with barred list checks

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	<b>Hybrid</b>	Field	Remote	Mobile
--	-------	---------------	-------	--------	--------

