



Job Description

Job title: Progression Officer

Grade: 4 (£25,113 - £27,931)

Hours: 37 hours per week

Location: Hybrid/Home-based

Responsible For:

Responsible To: Progression Officer Delivery Manager

JOB SUMMARY:

As a Progression Officer you will be responsible for the engagement, and progression of participants to support in the achievement of sustained job and Learning outcomes as part of our National Careers programme. Progression Officers will work remotely to ensure customers receive an outstanding completion within their journey.

The key objectives:

- Working towards strict targets and guidelines in accordance to the programme obligations and National Careers process as directed by the DFE Guidance.
- The Progression Officer will be an essential part in our drive to support our customers who are looking for their next steps and career / learning journey.
- Building and maintaining effective rapport with their customers to ensure they are supported in gaining employment.
- Working in a fast paced, evolving and targeted environment, working effectively to coordinate the support required
- Utilising planning and organisational skills to ensure that all customers are given appropriate assistance in ensuring they remain in sustained employment and work, where suitable, to take the next step in their individualised career journey

ROLES AND RESPONSIBILITIES:

- Managing a large caseload, working to set KPIs to track and record job and learning outcomes for National Careers Service customers
- Building effective and positive relationships with customers, working collaboratively with them to identify the support required to enable them to progress into sustainable employment
- Providing a good customer service to customers, communicating via a range of methods including phone, email and text
- Ensuring that customers have an up to date and professional CV and, supporting statements and covering letter, tailored appropriately for each application
- Providing job search support, guiding customers to register on appropriate jobs boards and ensuring their digital profiles are up to date and visible to employers
- Supporting customers to identify training needs and referring to suitable training courses
- Developing local and regional knowledge on the labour market and work/learning opportunities.
- Working in partnership with our internal National Careers Service team to ensure access to careers guidance and the business engagement team to identify career progression opportunities

- Provide additional support required to help customers overcome potential barriers preventing them sustaining in work
- To work with pace and urgency – planning and forecasting ahead and discussing next steps on a monthly basis
- To maintain quality client records on the database so that they outline the customer's journey on the programme.
- Ensuring that all required entry to the database is accurate and compliant and documentation relating to the customer is completed and maintained in an accurate, compliant and timely manner
- capturing and recording customer feedback in the form of satisfaction surveys
- Identifying areas for continuous improvement by being innovative, creative and flexible.
- Supporting the FCC National Careers Service helpline when required.

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain your own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

<u>Method of Assessment</u>	CV	Iv	C
Education/Ability/Skills			
Experience of working in a customer facing environment (E)	*	*	
Experience of working in a performance target driven environment (E)	*	*	

Qualified to Level 2 Information, Advice and Guidance, or willing to work towards (E)	*		*
Educated to GCSE/or equivalent standard of education including English/Maths/or Functional Skills (E)	*		*
Experience of working in a fast paced, evolving environment with the ability to manage multiple priorities (E)	*	*	
Experience of working in a performance target driven environment (E)	*	*	
IT Skills – Strong in use of databases, word processing, email, internet, Microsoft Teams and modern mobile devices. (E)	*		
Work Requirements			
Demonstrates excellent communication and understand its importance in both customer relationships and teamwork		*	
Highly self-motivated, proactive and enthusiastic with a can do attitude	*	*	
An adept communicator with the ability to persuade, influence and listen to others	*	*	
Ability to build rapport quickly and adapt to customer needs and communication to inspire, motivate and challenge customers.	*	*	
Knowledge of the labour market, wider provision and stakeholders local to the area in which you are applying (D)		*	
High level digital literacy skills, and data accuracy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies	*		
Excellent organisational skills with a demonstrated ability to manage a busy schedule/workload under pressure	*	*	
Able to effectively network to build and maintain effective relationships internally and externally.	*	*	
Team Requirements			
Ability to effectively contribute to the success of the team. (E)	*	*	
Flexibility and willingness to change work schedule and work unsocial hours where necessary. (E)	*		
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	*	*	
Collaborative and team player (E)	*	*	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	*	*	
Understands the need to have a flexible approach to working requirements (E)	*	*	