

One
Organisation

One Team

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Lives

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Job Description – YES Team Leader

Salary: £32,019 - £34,661

Location: Hastings CXK base

Contract: Permanent - Full time – 37 hours

Reports to: YES Area Manager

Job Purpose:

- Provide line management support to YES advisers to ensure young people in the service achieve positive outcomes in moving into employment, education, and training.
- Effectively use data and associated metrics to contribute to the delivery of a high performing Youth Employability Service, analysing information and preparing reports.
- Work closely with the Area Manager to maintain quality standards, improve efficiency, carry out regular auditing, observations and planning for service improvement.

Main duties and responsibilities:

- Responsible for delivering line management and case management support to a team of advisers, ensuring adherence to service standards, quality frameworks and staff development.
- When staff are co-located, work closely with external colleagues to monitor caseloads and working practices aligned to YES Service Level Agreements.
- Support the oversight and allocation of all referrals into the service ensuring service standards are met.
- Manage and maintain the service database to support tracking and caseload management, ensuring all statutory and local requirements for monitoring young people across East Sussex are met. Work closely with the East Sussex County Council Data Team to ensure data accuracy, compliance, and effective reporting.

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- Represent YES and CXK at local stakeholder meetings and working groups, promoting the service and highlighting the needs for our NEET cohort.
- Contribute data analysis and narrative to a range of internal and external reports to ensure best practice in supporting young people, as well as ensuring the collection and collating of case studies and other impact data.
- Support staff to ensure compliance with CXK Safeguarding and Health & Safety procedures offering support and guidance as needed on reporting, recording and risk management.
- Actively promote youth participation within the organisation supporting staff to identify young people who want to get involved in supporting CXK projects.
- Work with a wide range of external stakeholders, managing relationships and requests with existing resource and with a solution focussed approach
- Take an active role in relation to own Personal and Continuous Professional Development including attending regular, line manager reviews, appraisal and planning own training and development needs.
- Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management

All appointees will be subject to an enhanced DBS Check.

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Person Specification: YES Team Leader

	Essential	Desirable
Qualifications and Training		
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertake all necessary training for the role	X	
Minimum of IAG Level 3 qualification or relevant experience and willingness to work towards appropriate training		X
Knowledge and Experience		
Demonstrable experience of successfully managing small teams, monitoring individual targets, and ensuring quality in delivery.	X	
Demonstrable experience of managing positive professional relationships with colleagues and external stakeholders.	X	
Ability to demonstrate knowledge of procedures within a service supporting young people towards employment, education and training.		X
Experience of managing performance using data sets and establishing plans for performance improvement if needed.	X	
Experience of managing staff faced with risk and safeguarding situations within a young people's service.	X	
Experienced in use of Microsoft products and ability to use them effectively, including Outlook, Excel, Word, PowerPoint and TEAMS.	X	
Experience of leading youth participation and giving opportunity for service users to shape their services and have their views heard.		X
Personal Skills & Attributes		

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Ethical - Working with professionalism, honesty and integrity.	X	
Passionate - Reaching out enthusiastically to all that need our support.	X	
Innovative - Inspiring, enhancing and improving our services.	X	
Collaborative - Engaging, supporting and sharing with others.	X	
Excellent oral and written communication skills	X	
Ability to effectively evaluate own performance in light of feedback	X	
Flexible and adaptable using initiative to make decisions relevant to the role	X	
Other		
Full, clean driving licence, use of a vehicle and ability to travel as needed.	X	
No criminal convictions or associated concerns that would affect the ability to work with children and young people.	X	
To be available for occasional evening/weekend work.	X	

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