

Job Description

Job Title	Tracking Service Officer
Directorate	Children's Services
Service Area	Targeted Services for Children & Young People
Grade	4
Competency Level	1
Salary	£27,254- £31,022
Job Type	Hybrid
Location	Edge Hill
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9593

Job Purpose

To liaise with schools, colleges and training providers to ensure the timely return of data to the Local Authority in the specified format to the agreed timescales and to ensure Client Caseload Information System (CCIS) records are kept up to date.

Directly Responsible For:

Not Applicable

Directly Responsible To:

Tracking Service Manager

Main Areas of Responsibility:

- To liaise with schools, colleges and training providers to ensure that they return data to the Council in the agreed format at the agreed times
- To work closely with the providers of youth, engagement and careers information, advice and guidance services. Assist with client caseloading and performance monitoring / management to ensure that data is imported into the CCIS system in the required format at the required times
- To provide CCIS system support, guidance and training for Participation / Engagement Workers, Youth Workers and Careers Advisors as necessary
- To update CCIS system by uploading submissions from schools, colleges, training providers and service suppliers, manually updating individual records and quality assure data entered on the CCIS system
- To produce clear, concise and accurate reports for the RPA team and senior management within Targeted Services for Young People
- To ensure info is stored and recorded consistently within NCCIS guidelines
- To work with colleagues across LAs to exchange info as and when required and to support Liverpool City Council and the wider Liverpool City Region (LCR) with the planning, managing and reporting of activities required in implementing a cross-borough CCIS
- To produce a range of performance data and analyse performance against key indicators and targets
- To produce monthly data reports for internal and external use and for use in managing the youth, engagement and IAG services including information for specific vulnerable groups – ethnicity, gender, Special Education Needs (SEN), Looked After Children (LAC), NEET and teenage pregnancy
- To carry out any other tasks reasonably required of the post holder

- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety
- To carry out the duties and responsibilities of the post with full regard to the Council's Equal Opportunities Policy and any other policies and good practise guides and undergo such training as may be required in relation to these policies and guidelines

This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

Physical Demands of the Job:

- This post is office based and will involve sitting for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: Level 1.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Completion of training or equivalent experience in the use of Microsoft programmes such as Outlook, Word, Access, Excel (A, I, T)

Desirable

- Completion of training in Microsoft Publisher

Experience

Essential

- Provision of administrative support including compiling information, producing reports and computerised record keeping (A, I)
- Liaising with internal and external partners (A, I)
- Working effectively as a member of a team (A, I)

Desirable

- Coordinating and minuting meetings.
- Working with and maintaining financial and administration systems.
- Supervising the work of another team member



Skills/Abilities

Essential

- Use of IT to support administrative and financial procedures skills (A, I)
- Good written and verbal communication skills (A, I)
- Work in a flexible manner and prioritise work (A, I)

Desirable

- An understanding of financial monitoring procedures.
- Take responsibility for pieces of work, using own initiative and making decisions

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council.
- Practising and promoting equality or opportunity and non- discriminatory practice
- Provide a quality service to meet the needs of all services the applicant supports
- Commitment to Best Practice and to participate in the development of the team

Other

Essential

- Ensuring equal opportunity policy and practice

