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## Job Description – Youth Support Adviser

**Salary:** £23,088 to £23,907

**Location:** East Sussex - Hastings

**Contract:** Permanent, Full time

**Reports to:** YES Area Manager

### Job Purpose:

- The Youth Support Adviser (YSA) is a key role in the Youth Employability Service, acting as the first point of contact for 16-18-year-olds who are NEET or at risk of NEET.
- The role requires skills to engage and support young people facing challenges in education, employment, or training.
- The YSA is part of a "tracking team," using various communication methods (phone, text, email, face-to-face) to engage and support young people.
- Strong customer service and communication skills are essential, and the YSA may need to travel across the county.

### Main duties and responsibilities:

- Support, advocate, and encourage young people to transition into EET (Education, Employment, or Training).
- Provide 1:1 IAG sessions and complete initial MAPP assessments for young people who require support and preparation into the world of work or learning.
- Maintain consistent contact with caseload to ensure positive EET participation.
- Refer young people to relevant agencies for additional support.
- Meet work targets set by the manager.
- Adhere to case load processes and protocols.
- Stay informed about local labour market information and resources for youth progression.
- Track EET situations as part of the Tracking Team and record in the Aspire database.
- Represent the service at local events and undertake additional duties as required.
- Contribute to supervision, caseload meetings, appraisals, and safeguarding reflections.

**All appointees will be subject to an enhanced DBS Check.**

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## Person Specification

	Essential	Desirable
<b>Qualifications and Training</b>		
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertake all necessary training for the role	X	
<b>Knowledge and Experience</b>		
Experience of Microsoft products and ability to use them effectively, including Outlook, Excel, Word and PowerPoint	X	
Demonstrable experience within a youth employability, or youth support setting		X
<b>Personal Skills and Attributes</b>		
High level of organisational skills, <b>efficient</b> and results orientated with good time management.	X	
Ability to work constructively as part of a team and independently. Creative and driven. Can display <b>innovation</b> .	X	
Ability to build effective and professional relationships with partner agencies and organisations. <b>Transparent</b> and personable. Confident and <b>passionate</b> about inspiring people.	X	
Trustworthy and <b>honest</b> . Can be relied upon to work with <b>integrity</b> to support the wider team's success.	X	
Excellent oral and written communication skills	X	
Ability to effectively evaluate own performance in light of feedback	X	
Flexible and adaptable	X	

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Experience of safeguarding situations within a young people's service		X
<b>Other</b>		
Full driving licence and use of a vehicle		x
No criminal convictions that would affect the ability to work with children and young people. Appointment subject to an enhanced DBS check.	X	
Willingness to work evenings when required	X	

I confirm that I have read and understood the duties as described in this job description and person specification.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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