

Job Description

Post Title	Salary; Grade	Contract; Hours
Targeted Support Team Leader	Band 4	37hrs
Responsible to	Responsible for	Work Location
Head of Youth & Prevention Services	Senior Practitioner, Engagement Workers, Data Officer IAG Data Tracker	Southside Youth Hub

Purpose of the job

The Targeted Support Team Leader will manage targeted support programmes, working with young people who are not in education, employment, or training (NEET), at risk of becoming NEET or who would benefit from additional help to achieve positive outcomes.

The post holder will lead and manage the operational delivery of the programmes and manage a staff team to ensure that high-quality interventions are implemented to support young people in achieving positive outcomes and preparing for adulthood. The role will lead on meeting the statutory duty "Participation of young people in education,

Creating opportunities with young people to



employment or training” on behalf of the local authority and be responsible for reporting against KPI’s.

Introduction

Youth Connect South West (YCSW) was launched as a Public Service Mutual, limited company, and registered charity in the South West of England in November 2019 to provide a range of services primarily for the young people in the Bath and North East Somerset area. YCSW is committed to supporting children, young people and vulnerable adults through inclusive, innovative, and effective services that improve life chances and promote positive outcomes.

Scope

The Targeted Support Team Leader is responsible for the operational management, delivery, quality assurance, and continuous development of Targeted Support Programmes. The role provides leadership and oversight of staff performance, caseload management, service delivery, and the effective coordination of resources to ensure high-quality support for young people.

The post holder will be accountable for achieving Key Performance Indicators (KPIs), maintaining compliance with contractual, statutory, and funding requirements, and ensuring accurate performance monitoring and reporting. They will lead on driving consistent standards of practice and ensuring the programme delivers measurable and positive outcomes for young people.

Responsibilities

Team Leadership & Management

- Oversee delivery and monitor performance to meet KPI’s, targets and outcomes associated with the programme.
- Responsible for the recruitment, induction, supervision, management, and professional development of staff reporting to this role.

- Plan and facilitate regular team meetings, reflective practice sessions, and staff development opportunities.
- Provide guidance and direction to the team to develop suitable interventions and holistic assessment processes for young people.
- Demonstrate resilience and professionalism within a demanding environment and support staff wellbeing and effective practice.
- Maintain a commitment to continuous professional development and participation in relevant training and safeguarding supervision.

Programme & Contract Delivery

- Manage the delivery of Targeted Support Contracts, ensuring contractual requirements and objectives are met, and take responsibility for monitoring performance against Key Performance Indicators (KPIs). Attend contract monitoring meetings with commissioners and provide performance updates, reports, and evidence of outcomes achieved.
- Develop and maintain specialist knowledge relevant to the needs of young people accessing the service.
- Manage referrals, monitor caseloads, and ensure timely and effective support for young people.
- Promote Targeted Support to young people, families, schools, local authorities, partner agencies, funders, commissioners, and the wider community.
- Support YCSW in responding effectively to community needs and ensuring equality, diversity and inclusion are embedded within service delivery.

Support for Young People

- Develop inclusive opportunities for young people to express their views and contribute to the ongoing development of the programme and wider community initiatives.

- Act as Lead Professional where appropriate, including chairing Team Around the Child meetings and coordinating support plans.
- Work directly with young people to evaluate the effectiveness of interventions and identify ongoing support pathways when involvement with YCSW ends.
- Support staff in understanding and fulfilling their safeguarding responsibilities, providing guidance and oversight, and ensure concerns are appropriately identified, escalated, and referred in line with safeguarding and child protection procedures.

Partnership Working

- Liaise with partner agencies and represent YCSW at multi-agency meetings, including Team Around the Family meetings, Early Help discussions and Children's Social Care case discussions.
- Ensure effective communication with staff, young people, families, carers, partner organisations, and members of the public.
- Build and maintain positive working relationships with education providers, voluntary sector organisations, local authority teams, and community partners to support positive outcomes for young people.

Monitoring, Evaluation & Quality

- Manage and oversee team caseloads, ensuring accurate, up-to-date, and confidential records are maintained using the caseload management system.
- Monitor the quality and effectiveness of interventions delivered by the team to ensure services meet agreed standards and achieve positive outcomes.
- Manage the collection and reporting of data, outcomes and impact information required for contract monitoring and service evaluation.
- Manage and oversee the tracking and reporting of education, employment and training activity for all young people aged 16–19, ensuring NCCIS reporting requirements are completed accurately in

partnership with the Data Officer, and take lead responsibility for supporting the Local Authority's statutory duties relating to September Guarantee, Activity Agreement Support (AAS), and the reduction of NEET and unknown figures.

- Lead on the continuous service improvement by identifying emerging needs, gaps in provision and opportunities for innovation and development within the programme.

PERSON SPECIFICATION

Job Title: Targeted Support Team Leader

Date prepared: May 2026

Requirements	Essential	Desirable
Qualifications	GCSE Maths and English at Grade 4/C or above or equivalent Level 4 Information, Advice and Guidance qualification OR Level 3 Youth Work qualification as recognised by the JNC Report for Youth and Community Workers OR Educated to Level 3 with relevant experience of supporting Young People Up to date advanced Safeguarding training	Thrive Practitioner Mental Health First Aid Recognised Management qualification Level 6 qualification in a relevant discipline
Experience	Proven experience supervising or leading a team within education, employability, youth work, or a related setting. Experience of effectively leading, developing, and managing staff, including promoting reflective and trauma-informed practice.	Experience of quality assurance Experience of managing projects and collating data

	Proven ability to manage projects, including planning, monitoring outcomes, evaluating impact, and achieving performance targets or KPIs. Experience in implementing and maintaining quality assurance processes to ensure consistent, high-quality service delivery. Experience of managing and responding to safeguarding concerns in accordance with agreed procedures and relevant legislation. Experience of enabling young people's voices to be heard and to influence decision-making, service design, and personal outcomes. Experience of direct work with young people to promote their access into and participation in suitable education, training, and employment. Experience of assessing young people's needs and preparing plans and formal reports.	
Skills and knowledge	Strong understanding of NEET prevention, post-16 pathways, and the barriers to participation faced by young people. Thorough knowledge of effective practice in assessing, motivating,	Good understanding of the Families First Agenda and Early Help Services Good understanding of the Early Help Assessment Process.

and supporting young people towards positive outcomes.

Sound understanding of safeguarding legislation and *Working Together to Safeguard Children* procedures.

Comprehensive understanding of equality, diversity, and anti-discrimination legislation, particularly in relation to vulnerable or marginalised young people and those with SEND.

Awareness of the impact of social and economic disadvantage on young people's engagement and progression.

Knowledge of education and training systems, local labour markets, and post-16 opportunities.

Understanding of health and safety legislation and procedures relevant to working with young people.

Excellent organisational and data management skills, including the ability to monitor, evaluate, and report effectively.

Thorough understanding of effective practice in assessing, motivating, and supporting young people.

Abilities	Ability to build and sustain positive, effective relationships with young people, parents/carers, staff, and a wide range of partners and stakeholders. Strong interpersonal, verbal, and written communication skills, with the ability to engage confidently at all levels. Ability to manage, motivate, and supervise staff in a supportive and empowering manner. Capacity to prioritise and manage multiple complex tasks effectively to meet deadlines and objectives. Ability to organise and plan work independently while contributing positively as part of a team. Ability to work flexibly and adaptively to meet the needs of the service. Commitment to equality, inclusion, safeguarding, and continuous improvement in practice.	Valid driving license
Other requirements	Youth Connect South West is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and duty.	

	All staff are aware of, and trained in, safeguarding procedures and must have a satisfactory DBS certificate. All staff are expected to adhere to Youth Connect South West equalities, diversity, and inclusion practise. All staff are expected to show a commitment to their own professional development. Flexible in approach to working pattern. The ability to cope with the duties and responsibilities of the post and the associated environment. It is essential that the post-holder can travel independently within Bath and North East Somerset and throughout the South-West. A clean driving license and own transport is desirable.	
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Youth Connect South West Values

- Keeping young people safe – working in the best interests of young people and putting them at the centre of everything we do.
- Collaboration – working with families, communities, and other stakeholders to make things better for young people.
- Meeting expectations – going “the extra mile” to support young people.
- Inclusion – being there for all of those who need us.
- Determination and creativity – modelling the importance of trying new things, continually learning, and never giving up.