

Job Description



Position Details

Position:	Pathways Engagement Officer
Directorate:	Children Young People and Families
Service:	Childcare and Play Team
Position no:	BG17360
Grade:	5 (£29,540 – £32,597) pro rata
Hours of work:	14:48 (days negotiable)
Work style:	Agile Worker
DBS required:	Enhanced Disclosure with Child Barred List
Contact:	Rachel Bridges 01495 315700 (opt 2) rachel.bridges@blaenau-gwent.gov.uk
Date:	June 2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Pathways Team Leader

Responsible for: Working as a member of the Pathways team - engaging, supporting and enabling participants to improve their confidence with basic skills.

Principal Accountabilities

1. To engage, support and prepare participants to engage in learning to improve their confidence with basic skills.
2. To work with other team members to develop and provide innovative approaches to engagement and skills-related learning, with regard to the needs of traditionally 'hard to reach' groups.
3. To ensure eligibility for the programme is evidenced and participants are registered on programme systems.
4. To provide input progression data onto programme systems and generate regular reports on progress of participants and development to the project coordinator.
5. To work in an outreach capacity to target community settings to effectively market and promote the project to individuals who may benefit from the support.
6. To plan and deliver accredited and non-accredited community-based learning opportunities to project participants.

7. To deliver learning in The Flying Start Hubs, Blaina ICC and other areas of Blaenau Gwent, in a variety of venues, formats and sometimes on a one-to-one basis if required.
8. To liaise with Adult Community Learning, other partners and agencies to help participants progress successfully into further learning.
9. To ensure project and course documentation is completed correctly and collected in accordance with all relevant BGCBC and Welsh Government's policy and project guidance.
10. To market the project and wider family and prevention services, attending marketing and promotional events as required.
11. To ensure key multi-agency involvement, establishing and maintaining clear lines of communication with outside agencies to continually identify best practice and opportunities for collaborative working are maximised.
12. To take personal responsibility for own career development, including attending reviews and identifying own training needs.
13. To actively participate in the performance management and development processes in conjunction with your line manager.
14. The nature of the work will require on occasion, attendance at meetings that are outside the normal working hours.
15. To undertake any other relevant duties from time to time as required by Management.
16. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
17. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSE's A-C level including Maths and English	E	A
Post 16 teaching qualification, or significant experience of delivering training/facilitation along with a willingness to obtain a qualification a level 3 qualification e.g. AETS within 3 months of appointment	E	A
Experience		
Experience of working with those who face multiple barriers to engagement.	E	A, I, PP
Experience of working within an Adult and Community Learning setting and engaging with multiple agencies and partners	E	A, I, PP
Experience of community engagement to promote projects/services and using creativity to attract potential participants	E	A, I
Proven experience of planning and delivering learning and training in an Adult and Community Learning setting	E	A, I, PP
Knowledge / Skills		
Good IT skills and knowledge of Microsoft Office package	E	A, I, PP
Knowledge of marketing and promotion of Adult and Community Learning through a variety of channels both in formal and informal situations	D	A
A working knowledge of accreditation and quality assurance mechanisms within a post 16 educational sector	E	A, I, PP
Special Working Conditions / Requirements		
Full driving licence and access to a car for work	E	A
Ability to work evenings and occasional weekends	E	A, PP

Minimum Welsh Language Skill Requirements (Indicated with a tick (✓) below)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	✓
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A, I, PP
Involves line manager / colleagues in setting and meeting targets	A, I, PP
Reorganises work when necessary	A, I, PP
Sees tasks through to completion whenever possible	A, I, PP
Seeks help if workload becomes unmanageable	A, I, PP
Uses initiative to report issues that arise that impact on others	A, I, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	A, I, PP
Understands that changes are needed if things are to be improved	A, I, PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	I, PP
Learns from mistakes & welcomes constructive feedback	A, PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	A, I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	A, I, PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	A, PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	A, I, PP
Recognises potential value of others' opinions and actively seeks their contributions	A, I, PP
Asks for help when necessary	A, I, PP
Actively seeks to help others	A, I, PP
Is aware of the impact of own behaviour on others	A, I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	A, I, PP
Makes sure that people are regularly informed	A, I, PP
Uses appropriate language, gestures and tone when talking with others	A, I, PP
Checks others have understood & seeks advice when necessary	A, I, PP
Actively seeks to improve all forms of communication with others	A, I, PP
Communicates professionally by using formal channels appropriate to the situation	A, I, PP

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