



ROLE PROFILE

Job Title: Team Lead (Project Manager, Wise Steps) **Department:** Employment Services & Skills

Job Holder: **Date:** May 2019

1 MAIN PURPOSE OF THE ROLE

The post holder will be responsible for leading a team of Specialists through effective leadership and management to achieve contractual outcomes. Ensuring all specialists in your area of responsibility are delivering our Employment and Skills services in a consistent and effective manner reflecting best practice. The postholder will be solely employed on the project.

2 SCOPE OF ROLE (Key Accountabilities)

Employer Engagement Co-ordination

- Build and maintain good trusted working relationships with all partner organisations via meetings, electronic communications etc. in order to co-ordinate and deliver an Employer Engagement programme to meet agreed targets;
- Organise, lead and support the Wise Steps Employer Engagement group ;
- Ensure ESF and National Lottery Community Fund compliance across all activities, providing information to the Project Lead (Wise Steps) as required;
- Provide and implement effective solutions to any employer engagement issues that arise to ensure participants, partners and employers receive a high quality service;
- Work with the Project Lead (Wise Steps), Team Lead (Wise Steps) and Specialist (Partnership) to improve the delivery of service;
- Ensure achievement of KPI's and any minimum service standards;
- Provide appropriate performance and other reports as required;
- Identify and contribute to marketing and public relations activities across a wide range of media.

Training Activity Co-ordination

- Work closely with the Project Lead (Wise Steps), Team Lead (Wise Steps) and Specialist (Partnership) to co-ordinate training activity across the Wise Steps programme;
- Identify how the various strands of activity can be used to maximise training support for participants;
- Co-ordinate the activities of Wise Steps Tutors;
- Assessing and approving additional training;

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- Manage the Training Fund budget;
 - Liaise closely with partner organisations to ensure they are kept fully informed of training and participant activities;
 - Ensure all training provision delivery and records are compliant with ESF and National Lottery Community Fund and agreed targets and costs;
 - Co-ordinate delivery of external provision ensuring outcomes and obligations are met;
 - Organising and acting on participant evaluation feedback;
 - Provide appropriate performance and other reports as required.

User Voice

- Oversee User Voice activities across the programme;
- Lead and support the activities of Specialist (User Voice, Wise Steps)

Colleague Management

- Build, maintain and manage a team to deliver front-line services to participants;
- Monitor, review and act on individual team member performance;
- Ensure the quality of all paperwork is consistent and compliant with project outcomes;
- Set and manage goals and objectives, and identify and act on appropriate training needs of team members;
- Ensure ESF and National Lottery Community Fund funding compliance across all delivery activity, providing information as required;
- Monitor, authorise and track absence levels and take action if required;
- Continuously improve service by meeting regularly to review and adopt best practice;
- Provide appropriate performance reports and other reports as required;
- Initiate and conduct disciplinary procedures if required.

Cross-Cutting Themes

- To lead and co-ordinate cross-partner activity to support best practice in Sustainability and Gender equality/equal opportunities;
- To co-ordinate and lead steering groups in both areas;
- To keep records and report as required;

Budgetary Control & Accountability

- Monitor Employer Engagement and Training budgets and project expenditure in line with programme requirements, in liaison with the Project Lead (Wise Steps), Team Lead (Wise Steps) and Specialist (Partnership) ;
- Ensure value for money provision of service.

Responsible for recording and upkeep of Management Information

- Prepare written reports, presentations and updates as required;
 - Ensure the maintenance of files and related paperwork to ESF and National Lottery Community Fund requirements.
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- Any other duties as required of the role.

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- HNC level or equivalent (Scotland SQF 8/7; England/Northern Ireland QCF5/4; Europe EQF5) or demonstrable experience and achievements over a number of years;
- Proven track record in relationship management;
- Proven track record in performance management;
- Exceptional team leadership;
- Excellence in leadership and management;
- Proven track record of delivering in line with funder's compliance requirements;
- An ability and willingness to travel;
- Exceptional verbal and written communication skills with the ability to persuade and influence others internally and externally;
- Ability to plan and prioritise effectively in order to achieve targets and meet deadlines;
- Ability to operate with the highest level of integrity;
- Proactive and capable self-starter;
- Personal resilience and adaptable to changing priorities.

4 ADDITIONAL REQUIREMENTS

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- Subject to a relevant DBS check;
 - Own transport would be advantageous as travel will be required;
 - Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues;
 - Role model for Equality, Diversity and Inclusiveness;
 - Subject to appropriate security and background checks;
 - All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework;
 - Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.