



ROLE PROFILE

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

Job Holder:

Date:

1 MAIN PURPOSE OF THE ROLE

To co-ordinate the effective delivery of National Lottery Community Fund and ESF funded Wise Steps programme across all partners, to support the Programme Manager in ensuring all partnership targets and obligations are met. Lead responsibility for managing and monitoring key referral flows, performance, compliance, and quality across the partnership. Responsibility for managing the Wise Group direct delivery team. On-going development of business-critical relationships with partners and other relevant stakeholders. The postholder will be solely employed on the project.

2 SCOPE OF ROLE (Key Accountabilities)

Partnership Performance Management

- Build and maintain good trusted working relationships with a number of partner organisations in the supply chain, and engender good working relationships between partners, via meetings, electronic communications etc. in order to deliver a cohesive programme;
- Carry out a structured set of partnership management activities e.g. e-bulletins, phone calls, 1-2-1 meetings, quarterly full partnership meetings, annual events;
- Accountability for performance monitoring of a number of delivery partners. Ensuring results, outcomes and referral flows are achieved;
- Ensure the quality of all partners' paperwork is consistent and compliant with project outcomes;
- Ensure ESF and National Lottery Community Fund funding compliance across all partner activity, providing information to colleagues as required;
- Provide and implement effective solutions to any issues that arise to ensure all clients receive a high quality service;

- Continuously improve service by meeting regularly with partners' lead delivery contact;
- Ensure achievement of KPI's and minimum service standard;
- Provide appropriate performance reports and other reports as required;
- Have a thorough understanding of and manage the partners in line with their Partnership Agreement (SLA), liaising with Contracts team.
- Identify, address and facilitate training needs within the partnership;
- Manage delivery of external provision ensuring outcomes and obligations are met.

Relationship Management

- Build and maintain relationships with all partners and internal Wise Group teams;
- Ensure all complaints are dealt with promptly and effectively;
- Represent the Wise Group at appropriate meetings, conferences and seminars;
- Liaise closely with partner organisations to ensure they are kept fully informed of decisions and developments directly related to the programme;
- Identify and develop new business opportunities.

Staff 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.

Budgetary Control & Accountability

- Monitor budgets and project expenditure in line with programme requirements, in liaison with Finance;
- Ensure partner financial claims are compliant with ESF guidance;
- Review and adjust income & expenditure where required.

Responsible for recording and upkeep of Management Information

- Prepare written reports, presentations and updates as required;
- Ensure the maintenance of files and related paperwork.

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 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.