

Job Description

Job Title: Delivery Manager - Connect to Work

Group: UK

Dept/Project/Service: Employability

Reports to: Employability Manager

Responsible for: Employment Specialist

Usual office base: Hybrid/Delivery Region

Grade: Careers Grade 1

Job Purpose:

The Delivery Manager will manage Single or Multiple contracts in nominated region/s and will work with the Employability Manager to realise all contract-specific objectives through a team of Employment Specialists operating within the community and in various locations.

The Delivery Manager will be a hands-on leader and will be expected support frontline delivery, drive key activities and ensure contracts run efficiently and effectively. The role will have direct responsibility for the management and direction of the operational delivery resource.

Job Objectives:

1. Coordinate the service provision to successfully engage and support participants into positive outcomes as per contractual requirements, manage project budgets to satisfactory financial conclusions and, as appropriate, adapt and develop provision where contracts may focus on specialist target groups or sector-specific demand.
2. Lead, motivate and develop a high performing team of Employment Specialists to deliver an outstanding employability brokerage offer, encouraging continuous improvement and personal development; communicate agreed strategies, policies and procedures effectively to staff.

3. Develop and execute an operational delivery plan to ensure output and financial targets are achieved, and compliant with multiple contract requirements and quality standards, including IPS Fidelity where appropriate.
4. Proactively identify and evaluate all new local and national developments In the employability/Supported Employment landscape, and wherever applicable ensure the effective integration of these new elements into the employability participant service offer.
5. Directly engage with local partners and stakeholders including participants to ensure efficient and effective synergy and coherence between the contracts/project this post is responsible for, other contracts delivered by Education Development Trust (EDT), and other providers of employability support within the nominated contractual regions.
6. Ensure the quality provision of service is delivered to a high standard including ensuring all quality operating frameworks/standards/Fidelity of practice are being met guided by EDT Business Improvement Team and /or external bodies/associations.
7. Liaise with internal stakeholders within EDT to support and guide the delivery team on issues relating to adherence to contractual and statutory obligations, specifically including data management/reporting, inclusion & diversity, health & safety and sustainable development.
8. Adhere to local and corporate safeguarding policies and procedures. Promote the welfare of children and at- risk adults, and ensure all staff receive appropriate safeguarding nand prevent training.
9. Depending on contract size/mobilisation Delivery Manager may need to also independently manage a caseload of 10-25 participants, following IPS priciples and fidelity, including stakeholder/employer engagement and in work support

Scope:

The role holder must hold a full driving licence and be prepared to travel and stay In the nominated regions In support of understanding landscape operating protocols, engagement with local stakeholders and partners, and management and engagement with delivery staff, Including for the purpose of team cohesion and morale.

This job description needs to be considered In the context of a developing and evolving employability service delivery and therefore the duties described above will need to be adapted to meet the needs of the current/future projects.

Person Specification:

Knowledge

Essential:

- Educated to degree level or equivalent or have substantial experience in a management role
- Knowledge of employer engagement strategies and inclusive recruitment practices.
- An understanding of and a commitment to equality of opportunity for all
- Understanding of the employment barriers experienced by disabled people, refugees, and those with health conditions.
- Understanding of welfare rights, benefits, and reasonable adjustments in employment.
- Understanding of IPS principles and fidelity standards.

Desirable:

- Understanding of the employability and skills government agendas
- Knowledge and understanding of the wider employability and careers agenda
- Personal lived experience with an understanding of the challenges, barriers and strengths experience by disabled people, refugees, or those with health conditions
- Occupational therapy, psychology, employability or careers guidance training.
- Knowledge of safeguarding frameworks and responsibilities.

Experience

Essential:

- Experience of translating national policy direction and strategic objectives into practical local delivery plans and action
- Experience of working with local authorities, employers and multi-partner environments
- Experience of facilitating contractual requirements through timebound operational planning
- Experience of managing a team of experienced Employment Specialists
- Experience of supporting individuals with barriers to secure employment.
- Experience using coaching or motivational interviewing techniques.
- Proven ability to engage and influence employers to create employment opportunities.
- Experience working to and achieving outcome targets.
- Experience of managing projects

Desirable:

- Experience of working in an employability, skills or careers related field
- Experience of contract(s) management
- Previous IPS experience or IPS trained
- Sales, recruitment, or account management experience.
- Direct or indirect experience of supporting refugees or those with disabilities

Skills

Essential:

- Excellent networking and interpersonal skills
- Excellent communication skills, with the ability to communicate with a wide range of audiences, including senior managers and employers
- Ability to work flexibly to meet the changing demands of a busy service
- Collaborative approach to planning and organising work
- An understanding of and commitment to equality of opportunity for all
- Able to understand and effectively use information technology
- Good interactive skills and the ability to respond to demanding pressures and to meet deadlines.

Desirable:

- Negotiation and influencing skills with employers.
- Presentation and group facilitation skills

Our Values



EDT is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and successful candidates are subject to the relevant level of criminal record checks with national police authorities or the UK's Disclosure & Barring Service (DBS). This will be at minimum a basic DBS check.

EDT also participates in the Inter Agency Misconduct Disclosure Scheme, and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including

harassment, during employment or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.