

The Greater London Authority's Careers Hub programmes are part funded by the Careers and Enterprise Company, and by European Social Funds through the European Structural and Investment Funds Growth Programme 2014 – 2020.

Job Description

Job title:	Operational Hub Lead – West London Careers Hub
Service:	Employability and Careers
Reports to:	Strategic Hub Lead
Responsible for:	Enterprise Coordinators
Usual office base:	Uxbridge
Grade:	Careers Grade 1

Overview:

Careers Hubs and the wider Enterprise Adviser Network are the external infrastructure for delivery of The Careers & Enterprise Company's objectives to improve careers education for 11-18-year olds. This Network acts as a catalyst, connecting employers with schools and colleges throughout England to deliver world-class careers education.

Careers Hubs build on the tried and tested model of partnership and collaboration where the virtual Hub is the centre point of a localised careers offer, accessible to all mainstream schools and colleges across that geography. Careers Hubs lead partnerships of schools, colleges, Local Enterprise Partnerships, local authorities, local businesses and careers providers, helping young people connect closely to local skills and economic need through a tailored careers education programme.

Through our West London Careers Hub, we will enable schools and colleges across West London to receive professional guidance in how to develop their careers programme, provide peer to peer support and learning in what works, access funding and coordinate activity.

Job purpose:

- Lead and manage a team of Enterprise Co-ordinators and volunteers to provide high quality careers and enterprise education that aligns with the Local Enterprise Partnerships economic and skills priorities, ensures improved career outcomes and achieves sustainable change in careers provision at a local and national level.

- Ensure service delivery is consistently of a high quality, aligns to the Gatsby Benchmarks and achieves the outcomes within the West London Careers Hub (WLCH) Strategic Plan, and the Grant Funding Agreement with the Careers and Enterprise Company.
- Work closely with the Strategic Hub Lead and cross sector stakeholders within the careers space to drive collaboration and ensure delivery of the Careers Hub Strategic plan and achieve the Grant Funding Agreement.

Job objectives:

1. Lead, manage and develop a high performing team of Enterprise Coordinators to deliver the outcomes in the WLCH Strategic Plan and the Grant Funding Agreement.
2. Monitor the performance of the team of Enterprise Coordinators to ensure that services are delivered in line with the Careers and Enterprise Company's Delivery Framework.
3. Support the development and CPD of the team of Enterprise Coordinators using the Enterprise Coordinator Competency Framework to identify gaps and ensure that relevant support and learning are actioned to address the gaps.
4. Ensure that individual schools and colleges action plans are aligned with the WLCH Strategic Plan and align with local economic and skills priorities.
5. Work closely with Careers Leaders, Enterprise Advisers and Enterprise Coordinators to ensure a consistent and regular process for collating performance data within the EANR and reviewing performance against the Gatsby Benchmarks.
6. Analyse and review performance of all schools and colleges within the Hub to identify barriers and gaps in performance. Work closely with the WLCH Strategic Hub Lead to develop and provide targeted support to address gaps and remove barriers to service delivery and improve careers provision for all young people.
7. Work closely with the Strategic Hub Lead to embed robust systems and processes for contract management, financial and risk management and tracking and reporting on key deliverables to ensure the hub budget and Grant Funding Agreement reporting requirements are achieved.
8. Work closely with the Strategic Hub Lead to foster and embed a process of continuous improvement and quality assurance with all stakeholders and establish the WLCH as a beacon of best practice.
9. Build and promote a vibrant and diverse 'community of practice' to facilitate peer to peer learning, collaboration, and the scaling of what works to enhance the impact of the WLCH, to schools and colleges directly involved in the Hub and across a wider national community of practice.
10. Direct and manage the recruitment, development, and retention of Enterprise Advisers to support the delivery of the WLCH Strategic Plan and Grant Funding Agreement and ensure on-going, relevant and timely support is provided.
11. Coordinate and work closely with careers providers and grant recipients to ensure that delivery is targeted to support those schools and colleges that are most in need of support and will have the most impact for young people.
12. Build relationships and collaborate with careers providers such as National Apprenticeship Service, National Careers Service and Job Centre Plus to align national and local provision to enhance careers outcomes for young people.

13. Develop strong partnership working with the Careers and Enterprise Company to enhance impact and remove barriers to system change.
14. Ensure that processes are in place and managed to support research and evaluation projects that evidence the impact of the WLCH.

Scope:

The post holder will be expected to liaise and maintain effective working relationships with a range of other agencies, businesses and employers. The post may involve working in more than one location and there will be travel involved. It may be necessary on occasion for the post holder to work outside of standard office hours.

Person specification:**Knowledge and Experience****Essential:**

- Demonstrable experience of managing people and driving performance to achieve ambitious targets.
- Experience of performance management, objective setting, aligned to organisation goals and proactively addressing under performance and coaching for improvement.
- Demonstrable experience of engaging and building relationships with stakeholders from education, the careers sector and business.
- A track record for working collaboratively with a variety of stakeholders to achieve a common goal or purpose
- Able to influence a variety of stakeholders to support a common goal.
- A track record of delivering programmes or projects with multiple stakeholders on time and to budget.
- Experience of working with volunteers and of volunteer management.
- Demonstrates an understanding of local skills and economic priorities and the issues facing young people in accessing employment.
- Shows a strong understanding of the careers landscape and wider economic, political and social drivers of business for engaging with and supporting schools, colleges and young people.
- A track record and understanding of contract management and grant funding and fiscal and risk management associated with these.
- Evidence of effective process design, development and implementation including quality assurance and standardisation of operating procedures and practices

Desirable:

- Experience of managing a multidiscipline field-based team working with multiple stakeholders to drive performance and achieve ambitious targets.

- Experience of working with schools and college leaders and understands the constraints and barriers to service delivery in schools.
- Experience of initiating and leading a project with multiple stakeholders to achieve a common goal.
- Successfully implemented/ directed and managed a volunteer programme within the education sector, with volunteers from business.
- Strong understanding of strategic priorities for the LEP, regeneration plans, recovery plans and sector deals local labour markets demographics.
- Track record of operational management of grant funded programmes within the education, careers or third sector.
- Evidence of working with quality assurance programmes within education sector.

Skills and core competencies

Essential

- Strong people management skills able to set clear objectives, build accountability and inspire and lead a team to achieve results.
- Motivational and able to influence others to drive performance
- Strong relationship management skills able to engage, influence and drive collaboration with a variety of stakeholders to achieve results.
- Articulate and confident public speaker and effective communicator.
- Proficient contract manager, fiscally competent and able to manage and mitigate risk.
- Highly organised, well developed time management skills with effective priority setting.
- Proactively address problems and work collaboratively to develop effective solutions to achieve results.
- Able to work under pressure, is resilient and remains calm and focussed.
- Competent at systems and process design and implementation to achieve consistency of practice.
- Confident at data analysis and able to use data and evidence to influence and drive new ways of working, drive change and manage performance.
- Competent user of mainstream IT software, web-based technology and social media.

Desirable:

- Strong coaching skills.
- Track record of Account Management in a commercial environment
- Demonstrable capabilities in evidencing performance to show compliance with grant funding or contracting context.
- Thinks creatively and 'outside the box' and enjoys innovating.
- Takes responsibility for own decisions and learns and adapts based on experience.

Competency Band: 3

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Understands the vision and their role in the team in delivering excellence	Works with others to provide a reliable, efficient service to internal and external clients/learners
Integrity - Supporting and Building Trust	Listens and respects the views of others, accepting the value of different ideas and ways of working	Delivers on their responsibilities and can usually be relied upon to do what they say they will do
Accountability - Delivering and Improving	Checks own performance against agreed outcomes and takes corrective action when problems are identified	Actively pursues learning and self-development, looking for ways to develop their own and others' knowledge and capability
Collaboration - Engaging and Partnering	Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders	Demonstrates an interest in others and develops a range of contacts outside own team to help get the job done

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.