

Job Description

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| Job title: | National Careers Service Manager |
| Group: | Careers & Employability |
| Dept/Project/Service: | Careers |
| Reports to: | Assistant Director |
| Responsible for: | Area Manager Team |
| Usual office base: | TBD Region 1 North East & Cumbria / Yorkshire & Humber Region 2 South East / South West |
| Grade: | AG1 |

Job purpose:

To work closely with the Director, Careers and Assistant Directors to plan the strategic direction of the National Careers Service contract, ensuring delivery outputs meet contract requirements, commercial targets, compliance and quality KPIs. The role will direct the National Careers Service contracts across two areas within a region, providing line management to Area Managers.

Job objectives:

1. To implement and drive the regional strategy and business model for the National Careers Service. Articulating the objectives to the Area managers, delivery teams and other stakeholders; helping people to see their role within it. Consistently delivering inspiring, engaging and meaningful messages on the future direction of the service and organisation.
2. Manage the collection and review of all data relating to the National Careers Service programme, in conjunction with the Business Improvement Team, to track programme progress and identify delivery issues, implementing mitigating actions and collaborating across all teams as required;
3. Maintain excellent relationships with key stakeholders through clear, effective and timely communications (both written and orally).

4. Develop and maintain close working relationships with team members, internal / external stakeholders to ensure that the National Careers Service contracts effectively to achieve the project objectives. Liaise directly, when required, with clients for example; the ESFA, Local Authorities, LEPs.
5. Build and maintain a high capability management team, focusing on a strong culture of continuous learning and knowledge sharing to effect transformational change. Provide line management to Area Managers within the region, including performance management, coaching and CPD needs identification.
6. Set, review and manage the regional NCS budget ensuring that targets are set and met. Work with the finance team to ensure there is a strong emphasis on continuous improvement, efficiency and value for money, with good financial and budgetary discipline maintained through clear accountability for financial controls and systems.
7. Work closely with the Business Improvement Managers to design, implement and monitor quality and compliance KPIs for the National Careers Service contracts; providing operational oversight for all measures and maintaining a current understanding of contractual obligations to ensure these are being met or that improvement strategies are initiated.
8. Be responsible for adhering to both local and Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training

Scope:

The role holder will be accountable for two National Careers Service contracts within a region and may be required to travel to other locations in the UK.

The above job description is intended to provide a broad outline of principal duties and responsibilities and will be the subject of periodic review. The job holder may, from time to time, be asked to undertake other reasonable duties.

Person specification:**Knowledge**

Essential:

- Detailed knowledge of contract management techniques

Desirable

- Knowledge of the strategic and operational priorities for National Careers Service

- Understanding of career guidance principles

Experience

Essential:

- Experience of successfully managing multi-million pound budgets across numerous funding streams.
- Experience of representing an organisation at the highest levels externally and internally.
- Track record of strategic management
- Proven track record of leading an experienced management team
- Knowledge and experience of continuous improvement planning and implementation

Skills

Essential:

- Ability to manage and analyse data
- Ability to use initiative, demonstrating commitment and flexibility
- Very strong stakeholder liaison and interpersonal skills with the ability to work collaboratively in cross-functional teams at every level across the organisation and with a range of external stakeholders

Competency Band:

Key Competencies for the role:

| Our Values | Key Competency 1 | Key Competency 2 |
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| Excellence - Creating and Leading Success | <i>Delivers the vision within organisation and actively articulates the team's role in delivering excellence.</i> | <i>Produces and implements cohesive strategies and plans that add value for learners/clients.</i> |
| Integrity - Supporting and Building Trust | <i>Commits to building working relationships based on respect and trust and makes decisions in an unbiased way.</i> | <i>Shows commitment to doing the right thing, consistently adhering to and role modelling CfBT's values and principles.</i> |
| Accountability - Delivering and Improving | <i>Has a thorough understanding of the business environment in which CfBT operates and can use commercial, financial</i> | <i>Understand the impacts of financial position in own area and across CfBT and uses ifor5med judgement to support or limit business activities,</i> |

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| | <i>and reporting models effectively.</i> | |
| Collaboration - Engaging and Partnering | <i>Negotiates and influences external partners, stakeholders and customers successfully to secure mutually beneficial outcomes.</i> | <i>Proactively creates, maintains and promotes a strong network of connections with colleagues across CfBT and externally.</i> |

Education Development Trust is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.