



JOB DESCRIPTION

SERVICE:	Programme and Fund Services
SECTION:	People Hub
JOB TITLE:	Partnership Manager
FUNDED BY:	European Social Fund (ESF) and Cornwall Council
RESPONSIBLE TO:	People Hub Manager
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Internal: CDC Manging Director, Head of Programme and Fund Services, Head of Corporate Services, Finance, Claims and Audit Team, Cornwall and Isles of Scilly Skills Access Hub and Growth Hub

External: DWP, Cornwall Council, delivery partners, People Hub Steering Group, Cornwall & Isles of Scilly Local Enterprise Partnership, Employment and Skills Board (LEP), Inclusion Cornwall (CC), Jobcentre Plus, stakeholders, Cornwall Chamber, employers, voluntary sector

MAIN PURPOSE OF THE JOB:

- To lead the co-ordination of the delivery partner activity at a strategic level, ensuring that interaction and referrals of participants take place in a smooth and efficient manner in order to maximise the performance of the contract.
- To drive the activity of the contract in relation to promotion of the service offered and attracting participant sign ups, often in some of the most isolated and rural areas of Cornwall and the Isles of Scilly.
- To work closely with the Compliance Officer to successfully deliver performance against contractual targets.

KEY TASKS:

Service delivery

- To be responsible for driving the recruitment of new participants to the contract in order to achieve its targets
- To work closely with the delivery partners to develop successful strategies to attract new participants to the contract



- To oversee and utilise the contract marketing and engagement budget to maximum effect in order to access hard to reach individuals and promote the benefits of the provision
- To be responsible for securing consented case studies of successful client good news stories in order to help promote the benefits of provision
- To ensure the implementation of an effective system of quality assurance in respect of maximising engagements and new referrals to the contract
- To establish an effective system, including incentives, for supply chain delivery partners to work together in attracting new participant referrals in an efficient in order to avoid duplication of efforts
- To establish and implement an effective strategy for engaging with employers in order to support delivery partner efforts to maximise job opportunities for participants

Relationship management

- To develop and maintain strong communication with delivery partners in order to build on good practice in the context of improving the service offered to clients.
- To develop and preserve good working relationships with all delivery partner managers and employees, promoting an atmosphere of confidentiality and trust.
- To develop and maintain excellent relationships with employers and employer networks to maximise the job opportunities for participants
- To represent Cornwall Development Company at meetings and events to promote high and efficient standards of participant referrals
- To actively participate in engaging with and developing partnerships with key stakeholders and potential referral sources to maximise new participants
- To design and deliver seminars, workshops, training sessions or other initiatives to promote the contract and the services offered

Service development

- To publicise, promote and report on the service delivery and successes on a local, national and regional level based on successful participant experiences
- To organise and conduct presentations to supply chain delivery partners and employers to engage new participants and secure new work opportunities respectively.
- To monitor and report to senior staff on emerging issues, opportunities and potential conflicts of interest arising from projects, programmes or policies.

Technical



- To support the organisation and oversight of appropriate training for all staff on key areas of participant and employer engagement
- To oversee specialist advice to the supply chain in the context of improving customer service and the support provided to participants
- To maintain up-to-date professional knowledge of relevant policy changes and trends to ensure the work of the team is aligned with best practice

Leadership & management

- To lead the strategy and implementation of the strategy to attract new participants and referrals to the contract
- To lead the employer engagement at a contract level in order to maximise the number of job opportunities for participants, supporting the efforts of the supply chain
- To manage engagement events and promotion for new participants and employers, liaising with the supply chain
- To lead a system of continuous improvement in all activity linked to attracting new participants and referrals

Performance reporting & management

- To establish a project specific Marketing Strategy and report on progress to the Steering Group.
- To establish and implement clear systems to monitor and record progress in relation to marketing and engagement activities in order to build on good practice
- To contribute to the reporting of progress reports to the Managing Authority as well as Company performance returns.
- To support the continued risk assessment process, including the management of lone working procedures.
- To establish comprehensive and clearly auditable systems to record consented case studies and kept in accordance with audit and regulatory requirements and company practices
- To support the monitoring of the effectiveness of service delivery by the Contract Management team to identify scope for improvements in efficiency, effectiveness, compliance or best practice

Resource management

- To support the Contract Manager in setting annual project and staff targets, contributing to CDC's annual business plan
- To support the completion of self-assessment reports or equivalents to meet Managing Authority requirements, as required.
- To support the monitoring of resources in line with the agreed budget; ensuring staff to client ratios are compliant and manageable.



- To support the financial management of the contract ensuring audit and regulatory compliance.
- Monitor expenditure against agreed budgets, particularly in relation to marketing and engagement, ensuring that value for money is achieved and that all spending is within agreed targets.

Customer feedback

- To help secure feedback from stakeholders and delivery partners and acting upon the findings in order to ensure continuous improvement of the contract.
- To support the implantation of effective systems for obtaining feedback from participants, analysing the findings and implementing improvements where identified in order to ensure good practice.
- Address telephone complaints. Provide written responses to more contentious complaints for approval by senior staff.

KEY RESULT AREAS:

- To establish and implement an effective strategy for engaging participants, particularly those deemed to be hard to reach in order to maximise new sign ups
- To establish and implement an effective system for the interaction between delivery partners in relation to new participant sign ups and referrals within geographical areas
- To work with delivery partners to establish and maintain strong employer relationships in order to maximise the number of job opportunities for participants
- To establish an effective system to monitor the effectiveness of engagement and recruitment of new participants and employers, building on good practice

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the Directorate



- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the General Data Protection Regulation and current Data Protection policy
- Carry out responsibilities with due regard to the Equality Act 201, Company's Equal of Opportunity Policy and Environmental Policy
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: January 2019
Approved by manager:
Agreed with post holder:
Date Personnel informed:



PERSON SPECIFICATION

SERVICE: Corporate Services
SECTION: Health and Well Being
JOB TITLE: Partnership Manager

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Experience of project and/or contract management or equivalent with socially excluded / disadvantaged groups and communities • Previous experience of working with and managing employment / training related projects and teams with multiple funding streams • Excellent experience of marketing and engagement of groups of individuals and employers • Excellent experience of establishing customer service policies and procedures • Excellent experience of setting up performance management systems • Excellent experience of establishing and working in cultures of continuous improvement • Experience of ESF, DWP and ESFA projects, compliance requirements and external audit procedures • Experience of close partnership/ co-funding working. • Quality assurance and 	<ul style="list-style-type: none"> • Management within deprived areas • Marketing, publicity & research • Previous experience in Advice and Guidance 	<ul style="list-style-type: none"> • Application Form / CV • Interview



Essential	Desirable	How identified
external evaluation		



EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Qualification in Management / Degree or equivalent • NVQ4 or above in Advice & Guidance 		<ul style="list-style-type: none"> • Application Form / CV • Certification • Interview

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to manage, mentor and motivate groups and individuals • Ability to work with a small or large team in order to maintain excellent customer service • Ability to build excellent relationships with disadvantaged individuals and employers • Good interpersonal skills, able to develop / maintain relationships with different client groups, individual clients as well as at a senior level • Hands on, flexible, team management and development skills • Ability to work on own initiative, self-motivated, good time management • Ability to work under pressure and to consistently high standards 		<ul style="list-style-type: none"> • Application Form / CV • Interview

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Sound communication skills written and verbal - public presentations etc. 	<ul style="list-style-type: none"> • Ability to develop a wide range of projects 	<ul style="list-style-type: none"> • Application Form / CV • Interview



<ul style="list-style-type: none"> • Experience of using Microsoft Office • Excellent report writing skills • Enhanced networking skills • Ability to design and deliver effective presentations • Ability to promote and market activities and liaise with media. • Thorough understanding of safeguarding, equality and diversity issues and the General Data Protection Regulation, • Full understanding of issues that affect isolated and socially excluded communities and the social and economic issues in Cornwall 	<ul style="list-style-type: none"> • Presentation skills 	
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ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Occasional work outside normal office working hours may be required • Ability and willingness to travel throughout the County • This post requires a DBS Enhanced Disclosure check 		<ul style="list-style-type: none"> • Interview