

JOB DESCRIPTION

SECTION:	Cornwall and IOS Skills Hub (SH)
JOB TITLE:	Skills Hub Manager
RESPONSIBLE TO:	Growth and Skills Hub Operations Director
FUNDED BY:	European Social Fund, Cornwall and Isles of Scilly LEP, Cornwall Council
SUPERVISORY RESPONSIBILITY:	Skills Hub Staff (6.5FTE) –Skills Hub Connectors, Skills Hub Navigator, Administrative Assistant, Communications Specialist, Web Developer

KEY RELATIONSHIPS:

Internal:	CDC Managing Director, Cornwall and IoS Growth and Skills Hub Operations Director, SH staff, People Hub staff, CDC staff, Cornwall Chamber of Commerce.
Council:	Cornwall Council Corporate Directors, Chief and Senior Officers and Elected Council Members, including Cabinet Members/Portfolio Holders/PAC Members, Council of the Isles of Scilly
External:	Growth & Skills Hub Management Board, Cornwall & Isles of Scilly Local Enterprise Partnership staff and board members; Employment & Skills Board, businesses; providers of services to which businesses will be introduced, including colleges, universities and training providers, business support providers (private and funded), community and social organisations, sector representative organisations

MAIN PURPOSE OF THE JOB:

- To develop and manage a first-class Skills Hub in accordance with best practice and to the satisfaction of the requirements of CDC and the funding bodies.
- To effectively manage the performance of the Skills Hub team in the support provided to employers.
- To set up compliant systems and manage the successful procurement of services and activity including the Innovation Fund.
- To ensure that the Skills Hub's resources, both human and virtual, are comprehensive, up-to-date and fit for purpose and that the Growth & Skills Hub CRM is maintained accurately and its content available to other SH participants.
- Link with the CIOS Growth Hub and People Hub to ensure a 'full service' Hub for businesses across CIOS
- Manage any 'outreach' activity to ensure full partnership approach with internal and external partners

KEY TASKS:

Service delivery

- Establish and manage the operations of the Skills Hub in accordance with best practice.

- Ensure that the output requirements of the joint funders (ESF, LEP and Cornwall Council) are achieved and performance management systems are in place
- Develop and implement a Skills Hub operations policy setting out how the service will operate, ensuring that this is kept current at all times.
- Develop and manage a compliant and successful Innovation Fund with effective procurement standards and procedures.
- Recruit, train and deploy the resources of the Skills Hub to the highest possible professional standard.
- Develop and maintain the Skills Hub's virtual resources (CRM, web site and its content) to ensure that it is comprehensive, up-to-date and fit for purpose at all times.
- To ensure compliance with ESF eligibility rules in terms of the employers that are taken on as 'clients' of the Skills Hub.
- Ensure all client data and correspondence is accurately recorded and maintained on the Growth and Skills Hub CRM in accordance with Data Protection legislation.
- Work with Growth and Skills Hub Operations Director to ensure sustainability of the Growth and Skills Hub
- Ensure strong links with internal and external communications teams to ensure activity of the Skills Hub is communicated effectively to business and stakeholders (case studies, good news stories etc).

Relationship management

- Develop and maintain strong relationships with training providers and strategic partners to ensure their participation.
- Build, develop and maintain high level relationships with key local stakeholders within the private sector to promote and support the work of the Skills Hub and to co-opt support from other professionals active in related markets.
- Represent the Skills Hub at events, seminars and workshops in order to raise awareness of its objectives, including being clear about eligibility issues.

Service development

- Keep abreast of national developments regarding the development of Skills Hub models to ensure that Cornwall and the Isles of Scilly is at the forefront of this function.
- Develop a level of sector specialist expertise within the team to facilitate the targeting of employers in key sectors to ensure relevant knowledge and credibility.
- Support the development and implementation of strategies to access employers with a view to growing the market.
- Share knowledge and expertise with potential private sector partners and potential clients in order to identify strategies to access additional and new clients

Technical

- Share technical knowledge and expertise with the wider team and other stakeholders, including clients, on the role of the Skills Hub, eligibility criteria and processes.
- Maintain up-to-date professional knowledge in European and mainstream funding for skills to ensure professional/industry credibility at all times.
- Ensure that best practice (as set out in the SH operations policy) is exhibited at all times.

Leadership & management

- Performance manage project to achieve objectives and ensure it adds value to businesses in CIOs
- Work collegially with other team members to ensure that resources are aligned with priorities and that agreed outcomes are delivered.
- Lead project teams on complex and high profile areas of project activity.

- Mentor, advise and guide other staff as required.

Performance reporting & management

- Report the activity and outputs of the Skills Hub to the Growth and Skills Hub Management Board, Growth and Skills Hub Operations Director, CDC, CCoC and the LEP on an agreed basis.
- Ensure that data is accurately entered onto the Growth & Skills Hub CRM and is fully and accurately updated upon subsequent interventions with the client
- Monitor and support the Growth and Skills Hub Operations Director in reporting on outputs and outcomes as required by the Managing Authority, Cornwall and Isles of Scilly LEP, Cornwall Council and other stakeholders.
- Ensure that all internal files and data for allocated employers are maintained in accordance with EU audit requirements and adopted Skills Hub practices, ensuring that the project passes scrutiny from all internal and external audit reviews.

Resource management

- Ensure that all third party resource procured by the Skills Hub is compliantly undertaken and that the relevant paperwork is maintained in accordance with procedures.
- Manage the Skills Hub budgets, ensuring that spend is effective, value for money is achieved and risks are managed.
- Manage own time so that it is efficient and effective.

Customer feedback

- Ensure that clients are aware that employer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.
- Provide written responses to enquiries or complaints as required, seeking approval from the Growth and Skills Hub Operations Director or Head of CDC Corporate Services for the most contentious or high-profile matters.
- Approve written responses to enquiries or complaints as required.

KEY RESULT AREAS:

- Provision of a high quality service for employers in terms of facilitating access to the Skills Hub.
- Compliant delivery of the Skills Hub in line with the requirements of the funding bodies.
- Timely and accurate reporting of work via the Growth & Skills Hub CRM.
- Contribution to growing the market for business skills by demonstrating its effectiveness.
- Linking with Growth Hub to ensure 'full service' for businesses in CIOS

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 CDC
- 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 UK Data Protection Legislation and the General Data Protection Regulation (GDPR)

- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development 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: October 2020

Approved by manager: October 2020

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Business
SECTION: Cornwall & Isles of Scilly Skills Access Hub
JOB TITLE: Skills Access Hub Manager

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Demonstrable experience of working in a senior management role • Demonstrable experience in managing successful and compliant procurement of services and/or goods. • Evidence of building effective and productive teams and working relationships at a senior management level • Extensive experience and knowledge of local and national training programmes including Apprenticeship and Vocational provision • Highly developed client and other professional relationship competencies • Evidence of implementing corporate and organisational objectives and achieving a high standard of performance management • Evidence of championing successful change management including alternative business models to adapt to changing income sources. • 	<ul style="list-style-type: none"> • Strong insight into all aspects of the operation of an (SME) • Successful track record of promoting diversity of opportunity in both employment and service delivery. • Ability to forge successful partnerships with organisations in both the public and private sectors 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Relevant professional qualifications at degree level (Level 5 or above) or equivalent experience 		<ul style="list-style-type: none"> • Application form / CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent communicator at all levels of an organisation • Excellent networking skills • Ability to work within a multi-disciplinary team • Ability to work on own initiative or as part of a team • Attention to detail and implementing EU and/or Government rules and procedures. • Strong report writing skills • Integrity and honesty • Innovative thinker at a practical and strategic level • Ability to influence, develop and implement a programme of activities, and effectively manage financial and human resources • Excellent interpersonal and team working skills • Ability to influence and negotiate with decision makers at all levels on a local, regional and national basis • Sound professional judgement and the ability to work effectively under pressure 		<ul style="list-style-type: none"> • Application form / CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • A clear understanding of the role of a Skills Access Hub and its relationship with employers, training providers and sector groups • Understanding of business and commerce, economic and skills drivers and national and regional business development strategy • Good understanding of EU and mainstream funding structures and programmes. • Detailed knowledge of local and national skills offerings so that their deployment can be effectively maximised • Ability to use initiative, to innovate and discuss solutions with businesses that are achievable and realistic • Good research skills and the ability to assess and interpret data • Good understanding of sustainability and E&D matters • A track record of delivery • A credible ambassador for business in Cornwall and the Skills Access Hub • Able to display independence and clarity in decision-making • Articulate, dynamic, energetic and delivery focussed • Able to translate broad objectives into delivering real outcomes • Self-motivation, commitment and enthusiasm, not easily discouraged • Leads by example • Inclusive rather than exclusive and prepared to 	<ul style="list-style-type: none"> • Detailed knowledge of Cornwall and its business landscape, infrastructure and skills requirements 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

<p>develop and share expertise, 'know how' and skills</p> <ul style="list-style-type: none"> • Well organised, flexible and able to react positively to change • 		
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ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Fully competent in the use of ICT including the main Microsoft packages • Access to own vehicle • Some flexible working outside normal office hours may be required 		<ul style="list-style-type: none"> • Application form / CV • Interview • References