

## JOB DESCRIPTION

<b>SERVICES:</b>	<b>Skills Development</b>
<b>SECTION:</b>	<b>Lizard Pathways</b>
<b>JOB TITLE:</b>	<b>Team Leader – Restart</b> (NB: DBS Enhanced Disclosure check required for this post)
<b>RESPONSIBLE TO:</b>	<b>Lizard Pathways Manager</b>
<b>SUPERVISORY RESPONSIBILITY:</b>	<b>Restart Delivery Team – Employability Trainer, Employer Account Manager, Employability Advisers, Engagement Coach</b>

### KEY RELATIONSHIPS:

<b>Company:</b>	Lizard Pathways Manager Delivery Support Officer Head of Skills Development CDC Finance Team Growth Hub, Skills Hub & People Hub Teams
<b>External:</b>	Seetec Job Centre Plus Department of Work & Pensions Cornwall Council European Social Fund and Mainstream Provider Managers

### MAIN PURPOSE OF THE JOB:

- To be an exemplar leader of the Lizard Pathways Restart team, applying a range of management skills to meet contracted targets.
- To support the Lizard Pathways Manager in delivering a compliant and quality service in order to meet contractual and funding requirements.
- To optimise a positive impact for the eligible participants of the Restart programme by ensuring that the team deliver a Matrix accredited Information Advice & Guidance (IAG) service and co-ordinate packages of support for eligible participants to progress towards sustained employment.

### KEY TASKS:

#### Service delivery

- To manage the Restart Team, leading the service delivery to eligible participants.
- To implement and monitor standards of delivery which meet the contractual obligations set out by Seetec.
- To manage a small caseload of eligible participants, providing employment and skills support

using IAG principles and practice and SMART objectives in line with contractual and Matrix standards.

- To present and complete all paperwork and data entry in a compliant, clear, accurate and auditable format for the Restart programme, providing the necessary performance and quality reports to Seetec.

### **Relationship management**

- To develop and maintain strong relationships with skills and other support providers, including community groups and professionals to ensure positive and effective outcomes for participants.
- To build relationships with local employers in order to maximise the work opportunities for participants supported by Lizard Pathways.
- To attend relevant meetings, such as Seetec contract performance reviews, Restart provider meetings, JCP local engagement meetings to promote programme awareness.

### **Service development**

- To assist the Lizard Pathways Manager in maintaining the Matrix accredited IAG support standard through the implementation of a system of continuous improvement for the team.
- To actively seek out good practice to help develop and improve the team in the context of continuous improvement and maintaining Matrix accreditation.
- To prioritise and manage personal caseloads including; decision making, updating project databases and producing monthly reports to evaluate activities, successes and highlight areas of improvement or concern.

### **Technical**

- To act as mentor and trainer to the Restart Team on a day to day basis.
- To oversee the training of members of the Restart Team in relation to the use of systems and procedures set out by Seetec.
- To share technical knowledge and expertise with the Restart Team and other stakeholders, including participants, regarding the eligibility criteria and process requirements.
- To maintain and develop up to date local labour market knowledge whilst being aware of economic trends and developments that can influence the employment prospects and career paths of individual participants and their families.
- To develop and exhibit an excellent level of knowledge of the range of skills and employment offerings available to ensure timely and beneficial interventions for all participants.
- To ensure that best practice (as set out in CDC policies and procedures) is exhibited at all times.

### **Leadership & management**

- To effectively line manage the Restart Delivery Team
- To carry out reviews and observations of the Restart Team to ensure a quality delivery in maintaining manageable caseloads.
- To monitor the effectiveness of service delivery by the Restart team to identify scope for improvements in efficiency, effectiveness, compliance and best practice.
- To create a healthy and engaging environment by building trusting and supportive relationships, encouraging development, whilst recognising challenges and achievements.

- To invest time in understanding the strengths of the team by encouraging and supporting development.
- To take opportunities to influence and contribute to strategic planning and development.

### **Performance reporting & management**

- To support the Lizard Pathways Manager in achieving contractual targets.
- To report on performance in order to identify which methods and routes are working or require improvement or alternative sources.
- To be responsible for the compliant delivery of the Restart scheme to meet contractual obligations.
- Meet and strive to exceed personal performance targets, lead, inspire, motivate and coach the Restart Team to achieve Key Performance Indicators (KPIs) and targets.
- To record participant data accurately on Seetec's nominated CRM system and ensure that this is fully and accurately updated upon subsequent interventions with the participants.

### **Resource management**

- To support the management of any allocated budgets, helping to ensure that spend is effective, value for money is achieved and risks are managed.

### **Customer feedback**

- To actively set up and coordinate customer feedback from participants and proactively use the findings to inform the continuous improvement of Lizard Pathways.
- To ensure that participants are aware that customer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.
- To draft written responses to enquiries or complaints as required for the Lizard Pathways Manager or Head of Skills and Development.

### **KEY RESULT AREAS:**

1. To effectively manage the Restart team in order to ensure a successful and responsive delivery of support to eligible participants in line with contractual obligations for the programme.
2. To provide the Lizard Pathways Manager with regular updates on performance and quality of delivery by recording, monitoring and demonstrating efficient contractual delivery.
3. To provide a compliant Lizard Pathways service to meet the contractual requirements of the Restart Programme as set out by the DWP and Seetec.
4. To coordinate all necessary training for the Restart Team in order to ensure compliant and effective delivery, including safeguarding, equality and diversity, data protection and security, lone working and sustainability.

### **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:** **April 2021**

**Approved by manager:**

**Agreed with post holder:**

**Date Personnel informed:**



**PERSON SPECIFICATION**

**SERVICE:** Skills Development  
**SECTION:** Lizard Pathways  
**JOB TITLE:** Team Leader - Restart

**EXPERIENCE**

Essential	Desirable	How identified
<p>Experience of leadership and management with demonstrable supervisory experience.</p> <p>Experience of the compliance requirements of DWP employment support and skills support programmes</p> <p>Experience of interpreting performance management information and data.</p> <p>Experience of working in a target driven environment.</p> <p>Experience of delivering services to meet contractual and quality standards.</p> <p>Experience of working to high standards in relation to equality and diversity, safeguarding and sustainability</p>	<p>Experience of working with and supporting disadvantaged people and socially excluded communities through IAG principles and practices.</p> <p>Experience of generating publicity and awareness for projects, including through the use of consented case studies.</p> <p>Experience of establishing strong networks and pathways for unemployed participants.</p>	<p>Application form / CV                      Interview                      References</p>

## EDUCATION & TRAINING

Essential	Desirable	How identified
Level 4 or above professional qualification in Management, Leadership, Advice & Guidance, Education or equivalent.	Teaching qualification; Certificate in Education and or PTLLS.  ILM Level 3 or above  Level 2 or above in Coaching/ Mentoring  Health & Safety in the Workplace  Customer Service (Level 3 or above)	Application form / CV Certification

## BEHAVIOURS

Essential	Desirable	How identified
Excellent communicator at all levels of an organisation.  Excellent networking skills and proactive approach to establishing partnerships.  Ability to work within a multi-disciplinary team.  High level of initiative and motivation with the ability to seek out solutions to problems.  Ability to work on own or as part of a team.  Attention to detail particularly in relation to matters concerning contractual compliance.  Excellent time management with integrity and honesty demonstrated at all times.	To have effective experience in resolving challenging behaviours in conflicting situations.	Application form / CV Interview References

**SPECIAL KNOWLEDGE & SKILLS**

Essential	Desirable	How identified
<p>Excellent communicator at all levels of an organisation and able to represent the team at provider or stakeholder meetings.</p> <p>Good interpersonal skills, both with individual clients, families, the team and with external partners and employers, often in outreach situations.</p> <p>Good knowledge of the compliance requirements of DWP employment support and skills support programmes</p> <p>Thorough understanding of legal safeguarding and data security (e.g. GDPR) standards.</p> <p>Sound communication skills both written and verbal.</p> <p>Strong report writing skills</p> <p>Knowledge of social and economic issues in Cornwall.</p> <p>Microsoft Office (in particular experience of using databases and excel).</p> <p>Proven ability to manage and prioritise own workload, including efficient organisational and administrative skills.</p>	<p>Ability to interpret complex data in order to provide reports to contractors and management.</p>	<p>Application form / CV Interview References</p>

**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
<p>Flexibility around occasional work outside normal office hours.</p> <p>Access to own vehicle and ability to travel throughout the County</p>		<p>Application form / CV Interview References</p>