

## Role profile

<b>Job Title:</b>	Employment and apprenticeships team leader	<b>Grade:</b>	10
<b>Department:</b>	Regeneration, employment and skills	<b>Post no.:</b>	57715
<b>Directorate:</b>	Economy and Sustainability	<b>Location:</b>	Perceval House
<b>Role reports to:</b>	Apprenticeship programme manager		
<b>Direct reports:</b>	Project officer and two apprentices		
<b>Indirect reports:</b>	Youth offer delivery staff		

## Job description

### Purpose of role

- The key purpose of the role is to support the growth of the Apprenticeship and Youth offer programme working closely with residents and public and private sector partners across the borough, The post holder will support the apprenticeship programme manager to design and deliver the internal and external Apprenticeship and Youth Offer programme.
- The post holder will have responsibility of managing direct reports and ensure efficient and effective advice and coaching is delivered to all operational staff which includes the Youth Offer team members on the employment and skills agenda and apprenticeship standards aligned to the council plan deliverable, whilst applying excellent customer service standards.
- The post holder will play a key role in delivering numerous projects and initiatives which will be aligned to the council plan. The post holder will work closely with the wider regeneration, employment and skills service areas to ensure efficient and effective delivery to agreed SLAs and KPIs, together with the associated service performance reporting. The post holder will be required to deputise for the apprenticeship programme manager on occasions.

### Key accountabilities

- Experience of engaging and influencing internal and external stakeholders including elected Members and senior managers.
- A track record of building and maintaining positive relationships with apprenticeship providers and businesses/ clients at management level with demonstratable outcomes.
- A track record of developing and maintaining effective processes, systems and governance to ensure comprehensive, dynamic and up to date data and

intelligence on the Apprenticeship and Youth Offer across multiple sectors and boroughs aligned to government standards.

- Track record of managing projects, establishing processes and delivering to expected timescales and outputs.
- Track record of supervisory /responsibility for staff members and managing contracts and stakeholders.
- Track record of strong positive performance as well as managing poor performance in a timely, effective and outcome focused manner
- Set clear team and individual goals that contribute to the achievement of agreed SLAs and KPIs, together with the associated service performance reporting.
- To manage the team including performance management, staff learning and development and the management of staff performance data and poor performance.
- Ensure that procedures and processes accurately meet service requirements.
- Track record of liaising with external partners to ensure projects, data and process requirements are being met.
- Contributing to projects and tasks requiring a people management input, attending, and contributing to working groups as required.
- Managing time to promote continuous service improvement and on-going service delivery.
- Ensure accurate electronic project management data and systems for projects are in place. Use statistical reporting tools for analysis of data and performance management.
- Prepare professional presentations, reports and spreadsheets using IT packages.
- Contribute to the implementation of the Hanlon CRM system to facilitate the most effective and efficient operation of the youth offer team and ensure that continuous improvement principles are adhered to.
- As a member of the Economy and Regeneration service to work flexibly across teams as required.
- Any other duties appropriate to the post and grade as required by the apprenticeship programme manager or the head of employment, enterprise and apprenticeships.

### **Key performance indicators**

- Development of valued professional relationships with clients, partners and customers in all areas.
- Understanding of services requirements regarding youth offer activities and driving forward service improvements.
- Performance measurement against SLAs and KPI's
- Delivery of projects and initiatives to time and outputs.
- Timely, accurate and appropriate response to requests for information and all other enquiries (measured through feedback, complaints etc).
- Organisational effectiveness and customer satisfaction levels (measured by surveys and customer feedback, complaints, etc.).
- Compliance with corporate standards (measured by recorded exceptions).
- Meeting all audit requirements and operational deadlines

- **KEY RELATIONSHIPS**

**Key relationships (internal and external)**

- Youth Offer partners
- Economy and Sustainability
- HR & OD team
- Directors
- Heads of Service
- Managers across the Council
- Project Manager and project team
- School colleagues such as Head Teachers
- External bodies such as Hanlon
- Partner organisations including those from the voluntary and third sector
- Marketing and communications

**Authority level**

- Responsible for line management of youth offer staff within the Work Ealing team ensuring appropriate performance monitoring is carried out.
- Contribute to delivery of Work Ealing KPI's and SLAs.

## **Person specification**

**Essential knowledge, skills and abilities**

1. Experience of managing projects and/or pre-employment initiatives.
2. An ability to manage own work and dynamically reprioritise work according to a constantly changing demand.
3. Excellent customer service skills with the ability to recover difficult situations.
4. An ability to work effectively as part of a team and to work flexibly across teams to meet deadlines, work demands and priorities.
5. Experience in the leadership and remote management of a team using sound performance management skills to deliver measurable improvements in service delivery and demonstrating good communication and interpersonal skills.
6. An ability to work co-operatively with teams across different service directorates and external organisations where required.
7. An ability to manage change and achieve results through influence and negotiation.
8. An ability to build positive relationships with partners, colleagues, and external bodies.
9. A knowledge of the employment, apprenticeship and skills agenda.

## **ESSENTIAL QUALIFICATION**

### **Essential qualification(s) and experience**

1. Demonstrable project management experience in the public or private sector (ideally supported by relevant professional qualifications).
2. Evidence of a successful track record in the preparation of apprenticeship or employment and skills growth/support programmes.
3. Demonstrable supervisory experience and managing staff in a public or private sector setting.
4. Experience of stakeholder engagement and/or resident engagement or consultation.
5. Experience of monitoring and reporting data and information.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>