

## Job Description

**Job Title:** National Careers Service Operations Manager  
**Reports to:** Head of Service  
**Salary Band :** C  
**Location:** London

### Purpose

To contribute to the achievement of company objectives by managing the performance of the direct delivery of the National Careers Service contract. To manage and oversee the Progression and Contact Centres, and National Careers Helpline team.

### Main Duties and Responsibilities

1. Accountable to the Head of Service, for the overall performance of direct delivery of the National Careers Service contract in London
2. Drive performance and manage direct delivery to ensure all targets and KPIs are achieved
3. Ensure delivery targets are met through daily monitoring of performance and setting of remedial actions via one to one support, team meetings, monthly reviews and appraisals
4. Responsible for the management of direct delivery team managers including driving performance improvement, operational planning and development and capacity building
5. Develop strategies to encourage individual and direct delivery performance, and a payment by results orientated culture
6. Develop partnerships to ensure the service activities contribute to pan London skills and employment activity by working collaboratively with key strategic partners such as DWP, JCP, FE providers, Training Providers to embed the service across the region.
7. Develop the service model in collaboration with the Head of Service to ensure customers can access and progress into employment and learning
8. Ensure quality and compliance standards are monitored, KPIs are met and remedial actions implemented
9. Contribute to the development and delivery of activity related to Matrix, Ofsted and Merlin including the SAR, and QIP
10. Responsible for management of the Contact and Progression Centre, and supporting the London based National Careers Helpline team
11. Work with the Head of Service and Finance Business Partner to ensure all financial income targets are met
12. Ensure all direct delivery meets legislative requirements including DBS, health & safety; data security and environmental requirements

13. Liaise with the Management Information team to ensure appropriate data is collected and used and to manage direct delivery performance,
14. Analysis of key MI data to ensure direct delivery teams meet key KPIs related to PG customer demographics ensure remedial activity is implemented where appropriate.
15. Represent the Contract at appropriate events, conferences and seminars
16. Support the Head of Service in operational issues when required
17. Ensure adherence to the company's equalities and diversity policy
18. Other duties commensurate with the level and nature of the post

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p><b>Person Specification</b></p> <p><b>Job Title: National Careers Service Operations Manager</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills including Office and CRM Dynamics (E)</li> <li>• A relevant degree or management qualification or equivalent (E)</li> <li>• Demonstrable evidence of Continuing Professional Development (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing individual and team performance in a results orientated environment (E)</li> <li>• Demonstrable evidence of performance and relationship management experience obtained within a services environment (E)</li> <li>• Successful record in building strategic relationships with key stakeholders (E)</li> <li>• Experience of contributing to service design processes including service improvement, change management, business transformation and/or target operating model methodologies (E)</li> <li>• Demonstrable track record of managing a team</li> <li>• Experience of successfully delivering an outcomes focussed multi million pound contract (E)</li> <li>• Track record of successfully delivering frontline services for multiple sites, against challenging contractual targets (E)</li> <li>• Ability to manage and interpret data to support effective performance management and reporting (E)</li> <li>• Demonstrable understanding of the role of careers advice and guidance in supporting customers to achieve job and learning outcomes (E)</li> <li>• Strong report writing skills, attention to detail and ability to understand contractual requirements (E)</li> <li>• Commercial acumen (E)</li> </ul>

**Skills and Attributes**

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level. (E)
- Strong commercial acumen and project management capability. (E)
- Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome. The ability to influence in a challenging environment (E)
- Proven skills and success in developing effective relationships with a range of stakeholders
- Able to demonstrate success in producing efficiencies and increased outcomes against targets (E)
- Excellent, proven, people management skills, able to work effectively within a team (including cross-functional and across different organisations), as well as on own initiative to prioritise, plan and organise own work to meet deadlines and targets (E)
- Excellent organisational skills, Ability to balance and respond appropriately to competing demands to meet deadlines (E)
- Ability to represent the company and establish and maintain effective working relationships (E)

**Personal qualities, communicating and relating to others**

- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. (E)
- Copes well in a rapidly changing environment (E)
- Flexible, adaptable and innovative, embraces change and drives continuous improvement (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)

**Safeguarding**

- Able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure & Barring Service Check, Enhanced level (E)

**Other**

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Expected to travel extensively across the contract area and to other locations as required by Head of Service (E)