

Job Description

Job Title: IPES Regional Employer Manager

Reports to: Head of Service

Location: Home based with travel throughout, Central England (CPA 1) & London and the Home Counties (CPA 5)

Contract: Intensive Personalised Employment Support - IPES

Purpose:

The Intensive Personalised Employment Support programme offers one-to-one support and training to help individuals into work if they are unemployed and have a disability.

To support this purpose the IPES Employer Manager will be responsible for leading a team of Employer Engagement Consultants who support participants to secure work.

You will create and implement strategy to identify, develop and retain employer partnerships providing employment opportunities and work placements. Working closely with the EEC (Employer Engagement Consultant) team you will develop a network of disability confident employers. You will understand and encourage job carving when reverse marketing building this into the Employer Engagement approach.

As the Regional Employer Manager, you will take a leading role in ensuring IWS is robust and involves the employer. This approach will increase sustainability, providing support for both the participant and employer.

Main Duties and Responsibilities

1. Manage a team of Employer Engagement Consultants to develop employer partnerships to create employment opportunities for participants.
2. Develop internal stakeholder relationships with the National Accounts team and with counterparts on other Shaw Trust employability programmes to share opportunities.
3. Identify Develop and maintain strategic employer relationships to provide sustainable employment opportunities for IPES participants.
4. Ensure team members provide skilful and proactive relationship management ensuring positive and productive relationships are established and maintained.
5. Ensure the team are providing suitable opportunities for IPES participants through job carving and reverse marketing
6. Support employers to become Disability Confident increasing the volume of job starts with Disability Confident employers across the programme.

7. Ensure all vacancy information, employer and competitor intelligence and labour market analysis is recorded and findings communicated across the contract and organisation as appropriate.
8. Undertake regular analysis of caseload demographics to (1) identify skill gaps verses labour market, sharing these insights with operational team to target training and development opportunities. (2) Use caseload demographics to ensure suitable employment opportunities are targeted.
9. Develop sales processes/tools, account management and performance systems to support recruitment and in work support activities.
10. Ensure online resources are maintained, regular account management team inductions are delivered and processes to facilitate effective employer contact and opportunity growth are in place.
11. Ensure Employer Engagement Consultants become the source of knowledge for operational staff about engaging employer and maximising employment opportunities.
12. Lead on in work support practices, to maximise the satisfaction and success of job starts. Engaging with all stakeholders to drive improvement in this area.
13. Measure employer satisfaction and success by gathering feedback and making improvements as appropriate.
14. Establish performance measures, MI requirements, provide activity reports to support the management of Employer Engagement Consultants.
15. Work closely with colleagues in Operations, Marketing and the supply chain and engage with PR activities to enhance Shaw Trust's reputation and presence with local and national businesses.
16. Attend, represent and promote Shaw Trust at conferences and at networking events.

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.

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 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 always meet the requirements of the Data Protection Act
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is necessarily 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.

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Person Specification Job Title: IPES Innovation Project Team Leader (E=Essential D=Desirable)	
SKILLS AND CORE COMPETENCIES	
Technical competency (qualifications and training) <ul style="list-style-type: none"> • Educated to degree level or equivalent experience (E) • Management training/qualification. (D) • Demonstrable evidence of Continuing Professional Development(E) 	
Experience <ul style="list-style-type: none"> • Demonstrable experience in successfully managing target driven services and teams within a high-performance culture. (E) • Proven experience of the operational management of participant / customer facing services and contracts. (D) • A strong record of accomplishment of establishing and maintaining productive relationships with partners and stakeholders. (D) • Experience of working with individuals in relation to employment, demonstrating active listening skills to quickly build rapport (D) • Awareness of fiscal management including monitoring elements of P&L, 	

<p>budgets, etc. (D)</p> <ul style="list-style-type: none"> • Experience of supporting, motivating and engaging others. (E) • Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D) • Experience of effective performance management (E) • Knowledge of the local and regional labour market. (E) • Knowledge of benefit system and welfare to work programmes. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E) • Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging, and email. (E) • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Demonstrable experience of providing excellent customer service skills (E) • Understanding of our client group and the barriers our clients may face (E) • Understanding of data protection and information security (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills (E) • Good at building relationships with both internal and external stakeholders (E) • Ability to use initiative when required and take a problem-solving approach to work tasks (E) • Ability to work well as part of a team and independently when required (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be 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 and Barring Service Check at a Basic level (E)
<p>Other</p> <ul style="list-style-type: none"> • Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)