

## Job Description

**Job Title:** Progression Team Leader - National Careers Service (NCS)

**Reports to:** Progression Manager - National Careers Service (NCS)

**Grade Band:** D

**Location:** Home based

### Purpose

As a Progression Team Leader you will be responsible for supporting the Progression Manager to manage a team of Keeping Momentum Assistants, while also supporting the wider Progression Team. This role is responsible for managing the success of the team against targets, KPI's and deadlines ensuring the best possible service is offered to those on the programme. The team is responsible for contributing to the overall contractual target through progressing and tracking job and learning outcomes for customers on the programme, which involves team members conducting a high volume of digital contact attempts to maximise contractual performance.

### Main Duties and Responsibilities

1. Responsible for the day-to-day management and support of a team of Keeping Momentum Assistants to achieve contractual outcome targets through conducting effective regular one to one reviews, measuring KPI's, motivating, driving performance, addressing any underperformance and supporting staff development.
2. Provide effective coaching and mentoring to all team members to ensure that they are fully supported in all aspects of their role and that all learning and development needs are addressed.
3. Responsible for the allocation and distribution of tasks to the team, ensuring tracking caseload is assigned appropriately to ensure maximum opportunity to

achieve performance is met, including the adjustment of caseloads where required.

4. Responsible for producing management reports highlighting performance, quality, compliance and other KPI's such as call volumes and answer rates.
5. Establish and maintain effective working partnerships with key stakeholders to ensure the effective management of programme.
6. Manage sickness absence effectively and robustly, ensuring you are the point of contact for all sickness absence within the teams and that return-to-work interviews and occupational health referrals (where necessary) in line with policy and procedure.
7. Assisting with the recruitment of new team members and ensure the effective induction of all new recruits into the team, coaching and mentoring them, and providing one to one support and development.
8. Run daily check-in meetings with your teams to ensure that participants are being adequately supported, allowing the sharing of ideas and best practice to progress participants towards employment.
9. Carry out observations / monitoring on a regular basis to review individual performance, identifying and addressing any development needs, ensuring compliance is being adhered to and quality standards are being met.
10. Maintain an up-to-date working knowledge of the benefit system and entitlements, local labour market, training opportunities and relevant support agencies.

## 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>  <b>Job Title: Progression Team Leader</b>  (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>• Educated to degree level or equivalent work experience (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 internal (and external) partnership working (E)</li> <li>• Demonstrable experience of successfully working to targets that consist of high volumes of outcomes (E)</li> <li>• Experience with improving systems and processes (E)</li> <li>• Experience of managing a team and performance management procedures (E)</li> <li>• Knowledge of benefit system and welfare to work programmes. (D)</li> <li>• Demonstrable experience in successfully managing target driven services and teams within a high performance culture. (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Data analysis skills to identify trends and produce reports and forecasts (E)</li> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)</li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively (E)</li> <li>• Demonstrable experience of providing excellent customer service skills (E)</li> <li>• Understanding of our client group and the barriers our clients may face (E)</li> <li>• Understanding of data protection and information security (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills (E)</li> <li>• Good at building relationships with both internal and external stakeholders (E)</li> <li>• Ability to use initiative when required and take a problem solving approach to work tasks (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a basic level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>