



Job Title: ENTERPRISE SUPERVISOR – see person spec for the role specific criteria

Salary Range: £17,000 - £22,000 (All other areas)
£17,850 - £22,850 (South East)
£18,700 - £23,700 (London)

Reports to: Team Leader

Location:

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

To provide a high level of service to customers. To ensure all contracted work is carried out to the highest standard. To supervise trainees coming through on a 6 month basis

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Enterprise Supervisor (see below for other roles)

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• NVQ/SVQ level 2 or above or equivalent experience (E)• Horticultural Knowledge and plant recognition (E)
Experience <ul style="list-style-type: none">• Excellent working knowledge of computer software packages particularly those in those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. (E)• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E)• Excellent organisational, communication and presentation skills. (E)• Ability to work on own initiative and as part of a team. (E)• Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport (D)• Experience in growing plants and produce to ensure the correct stock is available for sale. (E)
Skills and Attributes <ul style="list-style-type: none">• Experience of working in a customer services environment. (E)• Good verbal communication skills. (E)• Ability to work within a team and possess a flexible approach to work. (E)• Enthusiastic, motivated and keen to deliver a quality service. (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• A friendly disposition (E)• An ability to undertake frequent travel in the local area. (E)• To be physically fit and able to cope with the physical demands of the role. (E)
Safeguarding <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 DBS check at an Enhanced Level (E)
Other <ul style="list-style-type: none">• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Person Specification

Job Title: Gardening Supervisor (see below for other roles)

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• NVQ level 2 in Horticulture or to have proven industry experience. (E)• To possess a PA1 and PA 6 chemical licence. (E)• Possess a UK driving licence (E)• Horticultural Knowledge and plant recognition (E)
Experience <ul style="list-style-type: none">• Experience of working in a customer services environment (E)• Have experience in the use of all horticultural equipment and related machinery. (E)• To have an understanding of disability and employment related issues. (D)• Experience of delivering training or supporting the delivery of training in the adult sector. (D)• Carrying out Grounds Maintenance and landscaping to a high standard (E)• Horticultural knowledge / plant recognition (E)• Experience in growing plants and produce to ensure the correct stock is available for sale. (E)
Skills and Attributes <ul style="list-style-type: none">• Experience of working in a customer services environment. (E)• Good verbal communication skills. (E)• Ability to work within a team and possess a flexible approach to work. (E)• Enthusiastic, motivated and keen to deliver a quality service. (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• A friendly disposition, good sense of humour.• An ability to undertake frequent travel in the local area. (E)• To be physically fit and able to cope with the physical demands of the role. (E)
Safeguarding <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 DBS check at an Enhanced Level (E)
Other <ul style="list-style-type: none">• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Person Specification

Job Title: Wood Work Supervisor (see below for other roles)

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) Wood collections - <ul style="list-style-type: none">• Possess a UK driving licence (E)• CSCS Card (E)• Be physically fit and able to cope with lifting wood and loading it onto the vans. (E) Wood working – <ul style="list-style-type: none">• CSCS Card (E)• Occupational competence qualification (E) – e.g.• Level 3 Diploma in Wood Occupations• Level 3 Diploma Site Carpentry• Level 4 (NVQ) Diploma in Senior Crafts (Construction - Joinery).• Experience Cutting and Shaping timber• Experience Making and Assembling furniture / wood products
Experience <ul style="list-style-type: none">• Experience of working in a customer services environment (E)• To have an understanding of disability and employment related issues. (D)• Experience of delivering training or supporting the delivery of training in the adult sector. (D)
Skills and Attributes <ul style="list-style-type: none">• Experience of working in a customer services environment. (E)• Good verbal communication skills. (E)• Ability to work within a team and possess a flexible approach to work. (E)• Enthusiastic, motivated and keen to deliver a quality service. (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• A friendly disposition, good sense of humour.• An ability to undertake frequent travel in the local area. (E)• To be physically fit and able to cope with the physical demands of the role. (E)
Safeguarding <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 DBS check at an Enhanced Level (E)
Other <ul style="list-style-type: none">• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Person Specification

Job Title: Catering Supervisor (see below for other roles)

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Basic food hygiene certificate. (E)• Level 3 or above Catering qualification (E)• Basic knowledge of IT. (E)• Intermediate food hygiene certificate. (D)• Up to date first aid qualification. (D)
Experience <ul style="list-style-type: none">• Experience of working in a customer services environment (E)• Experience in the ordering of stock, checking of deliveries and ensure correct storage and security stock (E)• Responsibility for the preparation and production of food by the kitchen team (E)• Experience of managing/supervising staff. (E)• To have an understanding of disability and employment related issues. (D)• Experience of delivering training or supporting the delivery of training (E)• Experience in budgetary control of food production, to be aware of portion control, profit targets and control of wastage to achieve required profit targets (E)
Skills and Attributes <ul style="list-style-type: none">• Experience of working in a customer services environment. (E)• Good verbal communication skills. (E)• Ability to work within a team and possess a flexible approach to work. (E)• Enthusiastic, motivated and keen to deliver a quality service. (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• A friendly disposition, good sense of humour.• An ability to undertake frequent travel in the local area. (E)• To maintain high standard of personal appearance and to wear the correct uniform and protective clothing at all times on duty. (E)
Safeguarding <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 DBS check at an Enhanced Level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**
- Ensure cleaning schedules are maintained at all times **(E)**

Main Duties and Responsibilities

Duties

1. To promote and deliver quality service to customers.
2. To carry out all aspects of the contracts held by Shaw Trust to a high standard.
3. To contribute to the development of the service by liaising with potential customers and promoting the service wherever possible.
4. To provide quality instruction and supervision of work experience, service users and trainees as required to achieve qualifications and real work experience ensuring they are engaged in activities at all times.
5. To safely transport work experience placements, trainees and service users in company vehicles ensuring correct risk assessments are in place and followed at all times.
6. To ensure that any storage buildings/areas of all tools and machinery are kept in an immaculate and safe condition, all tools are stored correctly and any damages are reported to the Team Leader immediately.
7. Handling of cash/cheques on a daily basis where applicable and return paperwork each day to the office.
8. To ensure that Shaw Trust's Equal Opportunities Policy is adhered to at all times.
9. To participate in training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager.
10. To work effectively within a personal budget.
11. To undertake other duties and responsibilities as required.
12. Be able to maintain paperwork to required standard
13. To be pro-active in the development of the business within a defined geographical area
14. To work weekends as and when required.
15. Ensure the health and safety of yourself and those you are responsible for is maintained effectively at all times.

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 an Equality and Diversity 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.