

**Job:** Employment Relationship Manager – CFO3

**Salary:** £26,250 - £31,250 (All areas)  
£28,875 - £33,875 (London)

**Job level:** Supervisor/Functional Specialist

**Reports to:** Operations Manager – CFO3 Delivery

### **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 children in schools, help offenders 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?**

Shaw Trust is at the forefront of delivering new and innovative services for ex-offenders, supporting the most challenged, and challenging, in the justice system. We support gang members, women exploited by the sex industry, young offenders, individuals with a substance addiction and offenders with mental ill-health.

Our goal is to enable the people we support to contribute positively to society. We use a flexible, tailored approach to ensure that individuals receive relevant, carefully targeted specialist support, skills and training that will enable our participants to transform their lives - breaking the cycle of reoffending.

We are looking for a dynamic and capable regional employer manager that is committed to making the optimum positive impact possible, by supporting and driving the progress of our transforming lives agenda.

### **Are you right for the job?**

- Do you have experience of working with an employer network to secure employment opportunities for a disadvantaged participant group ?
- Do you have experience of working within the criminal justice or supported employment sectors?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of successfully achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

### Job Title: Employment Relationship Manager – CFO3

(E = Essential D = Desirable)

#### Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

#### Technical competency (qualifications and training)

- Minimum of 5 GCSEs or equivalent. **(E)**
- Information, Advice and Guidance qualification or equivalent. **(D)**

#### Experience, Knowledge and Skills

- Experience of actively managing a pipeline of employer relationships activity and establishing contacts with good understanding of national and local labour markets. **(E)**
- Experience of leading and line managing a team **(E)**
- Ability to use sales and marketing strategies to engage with employers and secure sustainable employment opportunities for participants. **(E)**
- Experience in either customer services, recruitment, marketing and/or sales. **(E)**
- Experience of working in the welfare to work or justice sectors and delivering to specified targets, quality standards and compliance measures. **(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 **(E)**
- Knowledge/experience of motivational interviewing skills. **(D)**
- Experience of delivering training in group situations and providing one to one coaching and positively influencing the participants journey and employer relationships. **(D)**
- Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. **(D)**
- Experience of CV building, interview preparation and disclosure letters **(E)**
- Experience of line management including performance management **(E)**
- Prison Security Vetting **(D)**
- Excellent customer service skills. **(E)**
- Self-motivated with a flexible approach. **(E)**
- Good administration and organisational skills with good experience of using office systems. **(E)**
- Ability to problem solve and respond appropriately to a variety of situations. **(E)**
- Ability to work on own initiative and as part of a team. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and the means and willing to travel with possible overnight stays. **(E)**

#### Safeguarding

- Display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Criminal Records Bureau disclosure at Enhanced level. **(E)**

## **Main Duties and Responsibilities**

### **1. Service Delivery & Performance**

- Create and agree with the regional operational management team and head of service the strategic delivery plans in respect of community interventions and employment performance and maintain these plans as appropriate.
- Manage a caseload of job ready participants.
- Lead regular team meetings to review the performance of community case managers within the region, against the strategic delivery plans and provide MI data to the operations manager on a weekly basis.
- To conduct monthly caseload reviews with community case managers, to categorise caseload, drive progress and identify suitable job ready participants.
- Build an understanding of the region's current and future needs and priorities regarding the contracts being delivered and use such understanding to inform and influence the development of an effective network of employers.
- To develop a CFO3 specific employment strategy.
- Assist participants with their search for employment, independence, inclusion and match participants with job opportunities in alignment with KPI 's and objectives.
- Facilitate effective vocational assessment and deliver a streamlined job matching service to support participants, employer engagement and programme teams.
- Engage fully with the participant and employer to ensure successful job matching outcome.
- Source job vacancies using a variety of mediums, e.g. online, phone, newspapers/magazines, in person, word of mouth, recruitment events, contacts, networking.
- Market participants to employers and provide tailored job matching support to employers by delivering against key employer requirements and developing recruitment strategies to meet these requirements.
- Facilitate job clubs and employer networking days.
- Create and manage a local and national employer and vacancy database.
- Support in the scheduling of pre and post placement development programmes.

### **2. Quality, Compliance & Continuous Improvement**

- Benchmark the performance of designated providers with the aim of ensuring continuing value for money, better performance, and improving business practices.
- Support community case managers in identifying any capability gaps and support them to establish goals and appropriate strategies to fill the gaps.
- Work with designated subject experts to ensure all aspects of employer risks are identified, mitigation plans are in place and managed within defined risk parameters.

- Support community case managers to commit to a practice of continuous improvement and the sharing of best practice among the broader delivery network
- Ensure employers possess policies and practices in line with health and safety, and employment law legislation.
- Carry out observations of interviews, employment workshops and other interventions, and providing evaluative feedback along with training and coaching in good practice where appropriate.
- Contribute to the systematic collation of feedback from participants, community case managers, employers, and other stakeholders, and ensure that results are used to drive improvements of delivery.

### **3. Collaboration**

- To work collaboratively with the operational delivery teams to deliver business development activities, participating in case conferences, group delivery sessions and participant led support activities.
- Build effective and productive relationships with employers and delivery partners based on: mutual trust and understanding, openness and excellent communications, and a joint approach to managing delivery.
- Manage any conflicts that may arise with employers and facilitate their resolution.
- Establish a collaborative working environment among all stakeholders to facilitate partnership working and high levels of motivation, innovation and communication.
- Support the head of service in raising the profile of Shaw Trust throughout the sector nationally and within designated region.
- Produce accurate and timely reports on activity and performance as and when required.
- To work within a quality framework across contracts ensuring that services delivered meet the standards required of the commissioners, ISO 9001 (Quality Management System), ISO 27001 (Information Security Management System) and Investors in People (People Management Standard).
- Have the willingness and means for travel.
- Have the willingness to work remotely.
- Participate in training, learning and development as identified through regular reviews with line manager

### **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. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

