shaw trust

Job Description

Job Title: **Network Development Manager - WHP JETS**

Reports to: **Regional Supply Chain Manager (RSCM)**

Salary Range: £30,000 – £35,000 **(All other areas)**
£31,500 – £36,500 **(South East)**

Location: **Home Based covering Central England or Home Counties**

Purpose:

The Network Development Manager is a new role to Shaw Trust that will help to shape our service provision across a specific geographical area and will involve working with a diverse range supply chain partners.

Providing vision and direction, in conjunction with the RSCM the post holder will support the development of relevant interventions to meet the employability and support needs of participants on the Work and Health Programme – Job Entry: Target Support (WHP-JETS) contract commissioned by the Department for Work and Pensions .

The post holder will focus on ensuring the success of our community-based approach and building robust collaborative working arrangements with our supply chain network across a specific geographical area within one of the Contract Package Areas .

Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction for the growth and success of the contract and delivery network by creating a sense of purpose which aligns with the service principles and objectives

2. Provide skilful and proactive relationship management, ensuring positive and productive relationships are established and maintained between our internal delivery and our supply chain partners.

3. Support our supply chain partners to increase and modify services in order to achieve service delivery which meets commissioner and participants needs.

4. Hold the first level performance management reviews to determine accurately contractual performance, liaising with the RSCM to set and review relevant KPI's and targets, agreeing on remedial actions in a timely manner where required.

5. Provide support to the RSCM to ensur that financial targets are met, and corrective actions can be quickly taken on any variances.

6. Working closely with the RSCM the post holder will support to capture and analyse delivery partners' performance through robust MI, in order to recognise potential performance risk, assess the performance of participants using the service and identify opportunities for innovation in service design.

7. Act as the focal point for internal and network delivery staff queries relating to the Shaw Trust approach to delivering employability and support services.

8. Manage day to day operational practices across the partner network and supply chain to encourage information sharing and good practice.

9. Use agreed tools and techniques with the supply chain delivery partners to ensure each delivers as per their contractual obligations, thereby meeting quality assurance standards and compliance.

10. Work with supply chain delivery partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the client journey in order to meet the required contractual outputs.

11. Ensure participant involvement and co-production is established and embedded across the delivery network.

12. Work with delivery partners to create alliances with other agencies who provide tangible outcomes for participants.

13. Develop a local partnership portfolio with charities and voluntary organisations supporting our participant group. Building on the existing community asset mapping and ensuring its continual improvement via input from the delivery network, delivery staff and participants.

14. Promote and sell the Shaw Trust in the community service to relevant parties, leading to further business opportunities.

Other Responsibilities

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 or 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.

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.

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Person Specification

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(E = Essential D = Desirable)

Technical competency (qualifications and training) • Degree educated or equivalent. **(D)**
Experience and knowledge • An understanding of the employability sector and the programmes commissioned by the Department of Work and Pensions. **(E)** • Experience in building supply chains and community partnership capacity to support contract delivery. **(E)** • Development and maintenance of sustainable partner relationships. **(E)** • Performance and service management experience obtained within an operational target driven environment. **(E)** • Able to demonstrate the ability to manage within a set budget and reporting monthly on variances. **(D)** • Ability to inspire local partners to improve performance by the active sharing of good practice locally and within the region. **(E)** • Experience of influencing and managing in a complex change environment. **(E)** • Proven experience of making presentations to stakeholders with success in delivering messages effectively. **(E)** • IT literate with emphasis on Microsoft Excel Skills supporting the ability to analyse translate and present complex data to senior managers. **(E)**
Skills and Attributes • Proven analytical skills. **(E)** • Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome. **(E)** • Leadership skills. **(E)** • Commercial business acumen. **(E)** • Ability to motivate and support. **(E)** • Dynamic, open, participative and supportive management style. **(E)**
Personal qualities, communicating and relating to others • Excellent interpersonal, communication and presentation skills. **(E)** • Willingness to travel and work flexibly as part of the role. **(E)** • Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required. **(E)** • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)** • Problem-solving skills. **(E)** • Adaptable in a rapidly changing environment. **(E)** • Commitment, determination and resiliency. **(E)** • Innovative. **(E)**
Safeguarding • 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 Basic Level **(E)**

Others

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. **(E)**
- Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. **(E)**