

## National Careers Service - Relationship Manager

<b>Job Title:</b>	<b>National Careers Service – Relationship Manager</b>
<b>Reports to:</b>	<b>Operations Manager</b>
<b>Salary:</b>	<b>£30,000.00 - £33,000.00 per annum</b>
<b>Location:</b>	<b>Stoke &amp; Staffordshire</b>

### **Purpose**

To manage Prospects delivery across the local area by embedding the National Careers Service brand and delivery with key partners and in the local community. To manage a Payment by Results contract and ensure all aspects of contract performance are achieved. To ensure compliance and quality of performance is robust and of a high standard. To develop a team of Careers Advisers to provide high quality careers guidance and labour market information to all customers.

### **Main Duties and Responsibilities**

1. Accountable to the Operations Manager for managing the Prospects delivery team across the local area and embedding the service into the wider area strategies and priorities
2. Working in a Payment by Results (PBR) environment and ability to achieve this whilst maintaining compliance and high quality
3. Responsible for brokering and maintaining key relationships in defined Local Authority areas, especially with Jobcentre Plus, training providers, colleges, and Local Authority personnel. To be innovative and creative in embedding the service locally
4. Support the Operations Manager in maintaining key local relationships for National Careers Service partnership strand
5. Manage a team of Careers Advisers and ensure delivery meets performance, quality, and contract compliance targets
6. Work with the Operations Manager to ensure Prospects delivery meets overall contractual targets
7. Monitor delivery of Careers Advisers in defined locales, ensuring geographical coverage and effective delivery, including sourcing new venues and delivery locations
8. Manage and support Lead Advisers to co-ordinate all aspects of delivery, performance, quality, and compliance
9. Undertake activities to support delivery by Careers Advisers including contributing to development of the delivery model

10. Undertake activities to ensure quality of provision by Careers Advisers including observations and checking of documentation; telephone calls and any other methods required by the contract
11. Use the Prospects MI system and MI Reports provided by MI Manager to manage adviser and team performance and to address areas for development continuously.
12. Use Prospects IT systems to manage adviser delivery of National Careers Service including in community, telephone advice and via social media
13. Represent Prospects at appropriate meetings, events, conferences, and seminars
14. Ensure adherence to the company's equalities and diversity policy.
15. Other duties commensurate with the level and nature of the 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 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></p> <p><b>Job Title: National Careers Service – Relationship Manager</b></p> <p>(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>• Minimum Level 4 NVQ qualification in Advice &amp; Guidance (D)</li> <li>• A relevant degree or management qualification or proven experience at the required level</li> <li>• Willing to undertake professional training to maintain standards</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Proven experience of managing a PBR contract and can demonstrate high performance levels achieved. A background in Careers Guidance, Skills/Employability or Welfare to Work is required demonstrating moving customers into accredited learning and employment</li> <li>• Demonstrable experience of managing careers advisers, including motivating, and supporting team members</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Understand Ofsted requirements and able to work and manage delivery to these standards.</li> <li>• Excellent organisational skills</li> <li>• Good report writing skills, attention to detail and ability to understand and define contractual requirements</li> <li>• Ability to balance and respond appropriately to competing demands to meet deadlines</li> <li>• Ability to prioritise, plan and organise own work to meet deadlines and targets</li> <li>• Ability to manage and interpret data to manage performance of the advisers</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate, network and negotiate effectively with individuals and groups, within the company and outside.</li> <li>• Ability to represent the company and establish and maintain effective working relationships.</li> <li>• Expected to travel within the local area.</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 an Enhanced 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>