

Job Description

Job Title:	Regional Employer Manager
Reports to:	WLA Head Of Strategic Partnership
Grade Band:	C
Location:	West London - Community Based - Peripatetic

Purpose

The Regional Employer Manager role is responsible for leading a strategy to develop and retain key employer partnerships to support the contractual requirements of the WLA Strategic Partnership programmes. The post holder will provide employer engagement support to drive performance objectives, manage accounts, drive participant employment outcomes and provide expert insights and guidance. This role will be required to align their practices with the principles of both the Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF) models of supported employment. Employer engagement will be non-transactional and built on long term, interpersonal relationships that are hyper focused on job carving.

Main Duties and Responsibilities

1. Develop new and existing key employer partnerships regionally to create employment opportunities for programme participants.
2. Directly manage key employer accounts to ensure these are developed and support the wider organisational objectives.
3. Strictly adhere to the 8 principles and 25 anchor points of the Individual Placement and Support (IPS) model ensuring all employer engagement activity is compliant with fidelity expectations.
4. Strictly adhere to the fidelity model of the Supported Employment Quality Framework (SEQF) ensuring all employer engagement activity is compliant with fidelity expectations.
5. Ensure skillful and proactive relationship management ensuring positive and productive relationships are established and maintained.
6. Ensure all vacancy information, employer and competitor intelligence and labour market analysis is recorded and findings communicated across the contract and organisations as appropriate.
7. Develop sales processes/tools, account management and performance systems to support recruitment activities.
8. Ensure online resources are maintained and processes to facilitate effective employer contact and opportunity growth are in place.
9. Become the source of knowledge for operational staff regarding engaging employers and maximising employment opportunities in line with fidelity.
10. Measure employer satisfaction and success by gathering feedback and making improvements as appropriate.

11. Establish performance measures, Management Information (MI) requirements, provide activity reports to support the management of regional employer engagement.
12. Work closely with colleagues in Operations, Marketing and the supply chain and engage with PR activities to enhance Shaw Trust's reputation and presence with local and national businesses.
13. Attend, represent and promote Shaw Trust at conferences and at networking events.

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 etc. 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, 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 participant, 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.

<p>Person Specification Job Title: Regional Employer Manager (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Holding or able to achieve NVQ Level 4 Sales and Marketing or Customer Service (or equivalent). (E) • Holding or able to achieve a relevant Management qualification. (D) • Full membership of relevant professional body or willingness to work toward (E) • Demonstrable evidence of Continuing Professional Development(E)
<p>Experience</p> <ul style="list-style-type: none"> • Relevant experience of working at a management level in large third sector or commercial organisation in recruitment or sales (E) • Performance and relationship management experience obtained within a services environment (E) • Proven track record of facilitating relationships with employers who employ people with disabilities, long term health conditions, of which physical and or mental health could be a factor (E) • Understands the intricacies of reasonable adjustments in the workplace and has experience of facilitating workplace adjustments (E) • Demonstrable track record of managing a team (E) • Experience of the application of coaching for performance techniques(E) • Previous experience successfully delivering in a customer focused business, securing value for money and a high level of customer satisfaction (E) • Strong understanding of the Individual Placement and Support (IPS) model as well as the Supported Employment Quality Framework (SEQF) (D) • Successful track record in building strategic relationships with key stakeholders (E) • Track record of successfully delivering frontline services for multiple sites, against challenging contractual targets (E) • Recent and relevant subject knowledge of service delivery in one or more of the of the following areas: employability, learning and skills, recruitment or sales (E) • Experience of contributing to service design processes including service improvement, change management, business transformation and/or target operating model methodologies (E) • Embraces change and drives for continuous improvement (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Training, coaching or the demonstrated ability to implement new processes, systems, share knowledge and build competency (E) • Proven track record of meeting and exceeding targets (E) • Familiar with MI reporting tools (E) • Experience in delivering integrated sales for a complex, multi division organisation (D)

- Knowledge of the local and regional labour market (E)
- Knowledge of benefit system and employment programmes. (D)

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)
- Exemplary ability to create and develop interpersonal relationships with employers built on the foundation of our services adding significant value to the employers' organisation (E)
- Ability to manipulate and translate complex data (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level (E)
- Strong commercial acumen and project management capability (E)
- Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome (E)
- The ability to influence in a challenging environment (E)
- Proven skills and success in developing effective relationships with a range of stakeholders (E)
- Able to demonstrate success in producing efficiencies and increased outcomes against targets (E)
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire (E)
- Excellent and proven people management skills (E)
- Able to work effectively within a team (including cross-functional and across different organisations), as well as on own initiative (E)
- Ability to motivate and coach develop a multi-disciplinary team (E)
- Understanding of our client group and the barriers our clients may face (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. (E)

Personal qualities, communicating and relating to others

- Excellent interpersonal, communication and presentation skills (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)
- Copes well in a rapidly changing environment (E)
- Flexible, adaptable and 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 a Basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Willingness to undertake travel throughout the UK, including occasional overnight stays (E)