

## Job Description

**Job Title: Initial Engagement Team Leader (WHP JETS)**

**Reports to: Operations and Administration Manager (WHP JETS)**

**Location: Home Based covering Central, Home Counties or London delivery**

### Purpose

This role is working on a DWP Work and Health Programme - Job Entry: Targeted Support (WHP/JETS)

The WHP JETS Initial Engagement Team Leader role is integral to the success of our employment programme, ensuring The Initial Engagement Team develop and maintain close working relationships with Shaw Trust Team Leaders and Employment Advisors to expand engagement opportunities for participants especially when engaging participants to start on the JETs programme.

This role is perfect for an individual with experience of leading and supporting customer focused teams. The role requires a driven individual, motivated to succeed with the ability to achieve day-to-day KPI performance. The role holder will be expected to manage a team of Engagement Advisors with a key target of increasing the number of engaged participants to start on programme within contractual expectations across the CPA.

This will be mainly delivered remotely via phone, video conference and other digital channels.

### Main Duties and Responsibilities

1. Work with the Regional Delivery Manager whilst holding effective working relationships with Shaw Trust Team Leaders to support increasing the number of participants starting on programme within a set time period and exceeding referral to start contractual requirements.
2. Day-to-day management and support of the Initial Engagement Teams including conducting regular one to one review, measuring KPI's,

motivating, driving performance, addressing any underperformance and supporting staff development where required.

3. Provide effective coaching and mentoring to all team members to ensure that they are fully supported in all aspects of their role and that all learning and development needs are addressed.
4. Identify action areas across CPA including creating robust strategic engagement plans along with effective engagement with JCP and District partners.
5. Build and maintain effective working relationships with Shaw Trust Team Leaders and Employment Advisor.
6. Use initiative to engage participants to start onto the Programme.
7. Manage sickness absence effectively and robustly, ensuring you are the point of contact for all sickness absence within the teams and that return-to-work interviews, occupational health referrals, and (where necessary) disciplinary action is carried out in line with policy and procedure.
8. Assist the Regional Delivery Manager with the recruitment of new team members and ensure the effective induction of all new recruits into the team, coaching and mentoring them, and providing one to one support and development.
9. Regularly monitor, report and measure data related to key stakeholder's engagement, programme conversion rates and team performance. .
10. Motivate the Engagement Team to perform in accordance with KPI's.
11. Carry out observations / monitoring on a regular basis to review individual performance, identifying and addressing any development needs, ensuring compliance is being adhered to and quality standards are being met.
12. Maintain an up-to-date working knowledge of the benefit system and entitlements, local labour market, training opportunities and relevant support agencies.

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.

## 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 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, 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.

This role 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 align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Engagement Team Leader JETS</b></p> <p align="center">(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>• Management training/qualification. (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience in successfully managing target driven services and teams within a high performance culture. (E)</li> <li>• Proven record of success in engaging participants on Programme. (E)</li> <li>• A strong track record of building and maintaining stakeholder relationships. (E)</li> <li>• Experience of working with individuals in relation to employment, demonstrating active listening skills to quickly build rapport (D)</li> <li>• Awareness of financial management including monitoring elements of P&amp;L, budgets, etc. (D)</li> <li>• Experience of supporting, motivating and engaging others. (E)</li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. (E)</li> <li>• Experience of effective performance management (E)</li> <li>• Knowledge of the local and regional labour market. (E)</li> <li>• Knowledge of benefit system and welfare to work programmes. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. (E)</li> <li>• Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. (E)</li> <li>• Good administration, IT and organisational skills with good experience of using MS office software. (E)</li> </ul>

## **Personal qualities, communicating and relating to others**

- Excellent communication and presentation skills (E)
- Good at building relationships with both internal and external stakeholders (E)
- Ability to use initiative when required and take a problem solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (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 an Basic level (E)

## **Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)