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| <b>Job Title:</b>  | <b>WHP JETS Team Leader</b>                                                                                                              |
| <b>Reports to:</b> | <b>WHP JETS Regional Delivery Manager</b>                                                                                                |
| <b>Salary:</b>     | £26,250 – £31,250 ( <b>All other areas</b> )<br>£27,562 – £32,562 ( <b>+ 5% South East</b> )<br>£28,875 – £33,875 ( <b>+10% London</b> ) |
| <b>Location:</b>   | <b>Home Based covering Central, Home Counties or London delivery</b>                                                                     |

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

### **Purpose**

The WHP JETS Team Leader role is integral to the success of our employment programmes, ensuring staff integrate in multi-disciplinary teams and work together to provide regular, high quality support to participants. The role requires an engaging, empathetic and motivating individual, with the ability to support staff to achieve day-to-day performance. The Team Leader will develop and maintain effective relationships with key stakeholders and ensure the effective management of staff caseloads.

As a WHP JETS Team Leader you will be responsible for managing and supporting our WHP JETS Employment Advisor Teams.

This role is perfect for individuals with proven leadership skills and experience of leading and supporting customer focused teams. The successful candidate will have excellent interpersonal skills, solution focussed approach, target driven and be highly organised.

### **Main Duties and Responsibilities**

1. Assist the Regional Delivery Manager in the day to day management and support of the teams including conducting regular one to one reviews, measuring KPI's, motivating, driving performance, addressing any underperformance and supporting staff development where required.
2. Assist in the development of effective team based activities to meet the needs of the caseload and targets through KPI's, customer feedback and localised delivery plans.

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. Establish and maintain effective working partnerships with key stakeholders to ensure the effective management of programme.
5. 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.
6. 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.
7. Complete caseload reviews on a monthly basis with each team member to ensure all participants are progressing towards employment in a timely manner, agreeing remedial action as required.
8. Run weekly case conferencing meetings with your teams to ensure that participants are being adequately supported, allowing the sharing of ideas and best practice to progress participants towards employment.
9. 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.
10. 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 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 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.

## Person Specification

### Job Title: WHP JETS Team Leader

(E = Essential D = Desirable)

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| <b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Management training/qualification. <b>(D)</b></li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"><li>• Demonstrable experience in successfully managing target driven services and teams within a high performance culture. <b>(E)</b></li><li>• Proven experience of the operational management of participant / customer facing services and contracts. <b>(D)</b></li><li>• A strong track record of establishing and maintaining productive relationships with partners and stakeholders. <b>(D)</b></li><li>• Experience of working with individuals in relation to employment, demonstrating active listening skills to quickly build rapport <b>(D)</b></li><li>• Awareness of financial management including monitoring elements of P&amp;L, budgets, etc. <b>(D)</b></li><li>• Experience of supporting, motivating and engaging others. <b>(E)</b></li><li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. <b>(D)</b></li><li>• Experience of effective performance management <b>(E)</b></li><li>• Knowledge of the local and regional labour market. <b>(E)</b></li><li>• Knowledge of benefit system and welfare to work programmes. <b>(D)</b></li><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. <b>(E)</b></li><li>• Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. <b>(E)</b></li><li>• Good administration, IT and organisational skills with good experience of using MS office software. <b>(E)</b></li><li>• Excellent communication and presentation skills <b>(E)</b></li></ul> |
| <b>Safeguarding</b> <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. <b>(E)</b></li><li>• This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Other</b> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. <b>(E)</b></li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |