

## **Job Description**

**Job Title: Enterprise supervisor**

**Reports to: Enterprise Manager**

**Location: Seaham Durham**

### **Purpose**

### **Main Duties and Responsibilities**

1. To provide quality job coaching to supported employees, enabling them to become independent and confident within their role
2. To provide quality instruction and supervision of supported employees and where applicable to service users as required to achieve qualifications which might include traineeship or apprenticeship.
3. Ensure all job coaching documentation including profiling, assessment and monitoring to be recorded and reported as required and in a timely manner.
4. To work with Enterprise Manager to develop a commercial and community activity plan which specifies activity that will be delivered through the year.
5. To design and deliver group wellbeing activities that involve the community.
6. To promote and deliver a high-quality service to customers including quality of workmanship and customer service.
7. To secure and deliver commercial contracts held by Shaw Trust to a high standard.
8. To contribute and be proactive in the development of the service by liaising with potential customers and promoting the service wherever possible.
9. To safely transport work experience placements, trainees and service users in company vehicles ensuring correct risk assessments are in place and followed at all times.
10. To ensure that any storage buildings/areas of all tools and machinery are kept in an immaculate and safe condition, all tools are stored correctly and any damages are reported to the Enterprise Team Leader/Manager immediately.
11. Ensure the safety of all site users by complying with all appropriate Health and Safety procedures.
12. Ensure service users have an understanding and comply with all Health and Safety procedures.
13. To ensure that Shaw Trust's Equal Opportunities Policy is adhered to at all times.
14. To participate in training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager.
15. To work effectively within a personal budget.
16. To undertake other duties and responsibilities as required.
17. To work weekends as and when required.

18. Maintain an up to date understanding of best practice in respect to learning disability, autism and mental health

### 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 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 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 align="center"><b>Person Specification</b>  <b>Job Title: Enterprise Supervisor</b>  (E=Essential D=Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• NVQ/SVQ level 2 or above or equivalent experience (E)</li> <li>• Horticultural Knowledge and plant recognition (E)</li> <li>• Job coaching qualification or willingness to work towards (E)</li> <li>• Mental health First Aid trained or willingness to work towards (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Excellent working knowledge of computer software packages particularly those in those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. (E)</li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E)</li> <li>• Excellent organisational, communication and presentation skills. (E)</li> <li>• Ability to work on own initiative and as part of a team. (E)</li> <li>• Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport (D) <ul style="list-style-type: none"> <li>• Experience in growing plants and produce to ensure the correct stock is available for sale. (E)</li> </ul> </li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a customer services environment. (E)</li> <li>• Good verbal communication skills. (E)</li> <li>• Ability to work within a team and possess a flexible approach to work. (E)</li> <li>• Enthusiastic, motivated and keen to deliver a quality service. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• A friendly disposition (E)</li> <li>• An ability to undertake frequent travel in the local area. (E)</li> <li>• To be physically fit and able to cope with the physical demands of the role. (E)</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>