

Job Description

Job Title: Employment Coach Restart Team Leader
Reports to: Delivery Manager
Location: Birmingham and Solihull

Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Employment Coach Team Leader will manage a team of Employment Coaches, ensuring that all contractual and quality key performance indicators and objectives are achieved.

Main Duties and Responsibilities

1. Manage performance of the Employment Coaches to ensure that all contractual and quality key performance indicators and objectives are achieved.
2. Ensure that Coach led delivery, including initial participant meetings, inductions, assessment centres are effectively delivered.
3. Provide direction and coaching to direct reports to help them to achieve in their roles and deliver a high-quality service to our participants.
4. Work collaboratively with the delivery management team to ensure activities are coordinated, effective and adding value.
5. Identify opportunities for continuous improvement.
6. Manage the scheduling of supportive delivery within the local hubs.
7. Manage the learning and development of all direct reports.
8. Manage the external partner delivery of support that takes place within the hubs.
9. Manage the digital delivery of sessions across sites and remotely to ensure that participants are engaging remotely in the programme.
10. Develop and maintain productive and collaborative internal working relationships with the Customer Support Team, Health and Wellbeing, National Sales and Regional Employer Account Manager Teams.
11. Ensure the effective and safe delivery of participant services.

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>Person Specification</p> <p>Job Title: Restart CoachTeam Leader</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Hold (or ability to achieve) a recognised first line management qualification. (E) • Hold Level 3/4 Award in Education and Training or equivalent. (E)
<p>Experience</p> <ul style="list-style-type: none"> • In-depth knowledge and understanding of employment support services delivery. (E) • Experience in successfully leading a team of training and coaching staff in a high performance and quality culture. (E) • Demonstrable ability to design and deliver training and coaching sessions. (E) • Strong track record of delivering effective group training sessions both face-to-face and digitally. (E) • Experience of providing high quality one-to-one support or coaching that is motivational and engaging. (E) • Strong track record in achieving individual and team performance targets. (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Understanding of data protection and information security. (D) • Good IT skills with experiences of using databases and Microsoft Office programmes. (E) • Good active listening skills. (E) • Able to build rapport. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent interpersonal, communication and leadership skills. (E) • Good organisational skills and time management. (E) • An engaging, empathetic and motivating approach. (E) • Flexibility and resilience to cope with the varying demands of the role, managing time effectively to achieve the desired results (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)