

Job Description

Job Title: District Engagement Manager

Reports to: Area Manager

Salary Range: £32,458 to £37,922 per annum

Location: CPA1 – Herefordshire and Worcestershire (Bromsgrove, Evesham, Hereford, Kidderminster, Leominster, Malvern, Redditch, Ross-on-Wye, Worcester)

Purpose

As a WHP District Engagement Manager you will be proactively engaging with local Job Centres to increase the number of participants we have starting on the WHP programme.

You be will actively engaging with all aspects of the WHP provision, such as our Supply Chain, Health team and Employer Account Managers so that you have a full working knowledge of what WHP offers and are confidently able to promote this to our stakeholders. This engagement will take place through face to face interaction, supported by a mix of digital channels.

Predominantly based within the local community, and where possible, Job Centres, the role holder will be expected to increase the amount of participants referred to and attending their Start Meetings with WHP as well as starting on the programme. The role will involve engaging with Job Centre colleagues to ensure they are confident in promoting the WHP contracts to participants and may involve engaging and interacting with participants during their appointments with Job Centres and form part of a warm handover process. The WHP District Partnership Managers will also be required to work closely with the operational team including supply chain to support the reengagement of disengaged participants. The ability to drive or access to strong travel networks is essential for this role.

Main Duties and Responsibilities

1. Actively engage with JCP to build strong and effective partnerships and impact our referral levels and programme start levels.
2. Attend local JCP meetings in person and virtually to give presentations to JCP colleagues to enhance relationships and participant engagement.
3. Provide local JCPs with updates on participants, to share Good News Stories, promote the successes of WHP, increase referrals and increase programme starts.

4. Maintain participant records in line with contract and funding requirements.
5. Ensure regular contact is maintained with our Supply Chain so that the services and provisions available through WHP can be confidently promoted.
6. Through building relationships with the Supply Chain, it is expected that you will obtain good news stories specifically relating to Supply Chain interventions to share with JCP and use as a tool to further engage participants.
7. Actively engage with our Inclusive Employment Coordinator team to understand local vacancies and opportunities and to gather Good News stories to share with JCP and participants
8. Engage with Support Managers to track participant attendance and programme starts.
9. Utilise internal reports to capture data on Start Meeting attendance and programme starts.
10. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.

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 an Equality and Diversity 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 participants, 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. Be aware of, promote and implement Shaw Trust 's Quality and Information Security Management Systems.
8. To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.
10. Ensure that good practice is shared across employment services
11. Actively promote and embed the Trust's behaviours. 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.

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<p>Person Specification</p> <p>Job Title: District Engagement Manager</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"> • Minimum of GCSEs grade 4 in English and Maths or equivalent. (E) • Information, Advice and Guidance qualification or equivalent. (D)
<p>Experience and Knowledge</p> <ul style="list-style-type: none"> • Experience in sales/account management (E) • Proven track record of building and maintaining stakeholder relationships (E) • Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (D) • Experience in action planning to manage the progression of others (E) • Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities. (D) • Ability to identify individual participant’s motivators to enable them to take ownership of their goals and actions. (E) • Experience of providing one to one support or coaching and positively influencing other people’s professional or personal development. (D) • Strong track record in achieving individual and team performance targets. (E) • An understanding of the local and regional labour market and employment issues within one or more sectors or industries (E) • A practical understanding of recruitment and selection processes within one or more sectors or industries (E) • Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to problem solve and respond appropriately to a variety of situations. (E) • Ability to manage, support and review a caseload to achieve targets and participant progression. (E) • Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E) • Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. (E) • Good administration, IT, and organisational skills with good experience of using MS office software. (E)

- Solutions focused with ability to work under pressure (E)
- Ability to work on own initiative and as part of a team. (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 Basic level. (E)

Other

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