

**Job Title:** Regional Delivery Manager WLA WHP

**Reports to:** Regional Operations Manager

**Salary Range:** £40,000 - £50,000

**Location:** West London

## **Purpose**

The Regional Delivery Manager WLA WHP is responsible for the management and delivery of a West London Alliance Work and Health Programme

We need a person with a background in management, budgeting and analysis. Working with key stakeholders, the successful individual would have a proven track record of achieving objectives through strong relationship management. A solution focussed approach, which enables risks and issues to be minimised is ideal, as is the ability to make decisions based on analytical assumptions.

This is a complex and challenging operations role, which requires strong management and contract delivery skills. The post holder has responsibility for the efficient, effective and evidence based delivery of excellent performance in all services measured against contractual requirements.

## **Main Duties and Responsibilities**

### **Managing Performance**

1. To ensure that all services meet and/or exceed performance and contractual targets.
2. To ensure that the services meet and/or exceed the required standards and that all compliance audits and reviews are followed by a clear action plan for improvement as appropriate.
3. To receive and disseminate regular reports/MI to the team. Using the identified trends that impact delivery of contract to develop and implement remedial action.
4. To effectively control and manage all financial aspects of performance within your region, ensuring that all transactions are validated and regularly monitored.
5. To facilitate the involvement of stakeholders in the design, delivery and evaluation of our services where appropriate.
6. To manage team understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.

## **Managing and Developing People**

1. To be responsible for the development of all front line staff in your region, ensuring that excellence is understood and delivered to our participants across all aspects of service delivery.
2. To effectively communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all roles and levels.
3. To set personal development and performance targets for direct reports, monitor these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
4. To ensure that the business strategy is communicated to the local team so that staff understands and supports the operational requirements.
5. To support the processes that ensure that the area's staff profile is representative of the communities in which we operate.

## **Supporting the Supply Chain**

1. To support the supply chain in a designated area, working with others to ensure performance is managed, whilst delivering a quality customer experience.
2. To work with other staff members to maximise high level supply chain performance that complies with contractual requirements.

## **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 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 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. 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 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.

## Person Specification

**Job Title:** WHP Regional Delivery Manager

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in successfully managing target driven regional services within a high performance culture. <b>(E)</b></li> <li>• Demonstrable experience of customer service management internally or through a supply chain. <b>(E)</b></li> <li>• Proven experience in managing, coaching and supporting staff teams. <b>(E)</b></li> <li>• Experience in establishing and maintaining productive relationships with partners and stakeholders at a regional level. <b>(E)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• An ability to drive and influence excellent performance through the supply chain. <b>(E)</b></li> <li>• Ability to manage budgets and achievement or exceeding financial targets. <b>(E)</b></li> <li>• An operational understanding of excellent customer service in meeting participant needs; how to enhance their motivation, improve their circumstances and increase their capability, within the context of their local community and labour market. <b>(E)</b></li> <li>• Able to demonstrate the highest possible levels of personal integrity, probity and credibility with all audiences. <b>(E)</b></li> <li>• Able to demonstrate success in managing change. <b>(D)</b></li> <li>• Able to develop and implement approaches to continuously improve contract delivery while making efficiencies and savings. <b>(D)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and presentation skills. <b>(E)</b></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. <b>(E)</b></li> <li>• This post requires a Disclosure and Barring Service disclosure at Enhanced Level. <b>(E)</b></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. <b>(E)</b></li> <li>• An understanding of the national government commissioning and contracting environment and context. <b>(D)</b></li> </ul>