

Job Description

Job Title: Head of Service Delivery (Restart)

Reports to: Contract Director

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 Head of Service Delivery will manage the internal delivery of the Restart programme, ensuring that all contractual and quality key performance indicators and milestones are achieved on time and within budget.

Main Duties and Responsibilities

1. Provide strategic leadership and management to the delivery team, ensuring that a high quality and effective service is delivered.
2. Manage the internal delivery of the Restart programme, ensuring that all contractual and quality key performance indicators and milestones are achieved on time and within budget.
3. Have an active oversight of performance and manage the financial controls of internal delivery.
4. Proactive line management the Delivery Management Team, including team and individual learning and development.
5. Oversight and coordination of the Restart Customer Support Team delivery.
6. Manage internal stakeholders effectively to maximise performance and efficiency, including the Customer Support Team, Health and Wellbeing, National Sales and Regional Employer Account Manager Teams.
7. Identify gaps within internal and external delivery and agree remedial action.
8. Promote performance management to drive continuous improvement throughout internal and external delivery.
9. Work alongside the business development team to develop and test solutions to improve operational performance.
10. Work collaboratively with the Commercial Assurance Team to implement a systematic approach to quality management to ensure all participants receive a consistently high standard of service and that operational performance is maximised.

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 align="center">Person Specification</p> <p align="center">Job Title: Head of Service Delivery (Restart)</p> <p align="center">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Hold (or ability to achieve) a recognised management qualification. (E)
<p>Experience</p> <ul style="list-style-type: none"> • A proven record of accomplishment of achievement at a senior level. (E) • Experience in successfully managing target driven services and teams within a high-performance culture. (E) • Operational management experience of large-scale customer service contracts or similar, delivered through geographically spread and diverse teams. (D) • Experience in managing, coaching, and leading a team to drive success in a challenging and target driven environment. (D) • Experience in establishing and maintaining productive relationships with partners and stakeholders. (E) • Proven experience of driving continuous operational performance improvement. (E) • Proven experience of meeting operational budgets and analysing trends and acting on adverse variances. (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to demonstrate success in managing budgets with real achievement in meeting or exceeding targets (E) • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent interpersonal, communication and presentation skills (E) • Adaptability and Resilience (E) • Effective influencer with proven leadership skills. (E) • Ability to motivate and support. (E) • Dynamic, open, participative and supportive management style. (E) • Ability to lead, inspire and empower. (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)
<p>Other</p> <ul style="list-style-type: none"> • Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)