

## Job Description

**Job Title: Head of Work and Health Programme**

**Salary: £60,000 - £70,000 per annum**

**Location: Operational Centre within a WHP CPA (Birmingham, Leicester, Norwich, Tonbridge or London)**

### Purpose

Reporting directly to the Operations Director for Employability, the role will be aimed at supporting the performance of the Work and Health Programme delivery. The role will ensure all Work and Health Programme operational delivery is operated safely, efficiently and achieves or exceeds performance expectations.

### Main Duties and Responsibilities

#### Work and Health Programme Leadership

1. Provide strategic leadership and management to ensure highly effective operational delivery across the Trust's Work and Health Programme Contracts.
2. To develop a "best in class" supply chain within the provision by providing highly effective strategic leadership and management.
3. Provide highly effective line management to Senior Operational Leaders within the Work and Health Programme
4. Identify gaps within internal and external delivery and agree remedial action.
5. Ensure the collation and distribution of performance data including narratives highlighting areas for improvement in relations to all internal and external delivery of the Work and Health Programme.
6. Completion of a range of reports for the EMT and Committee/Board.
7. Promote performance management to drive continuous improvement throughout internal and external delivery. Ensuring reward systems are objectively and fairly administered, so that success is appropriately recognised.
8. Monitor and manage operational budgets and take corrective action if required.
9. Working with the Commercial Assurance Team implement a systematic approach to quality management to ensure all participants receive a consistently high standard of service and job outcomes are maximised.
10. Working with the Commercial Assurance Team instigate standard methods of gauging customer satisfaction and produce action plans to achieve improvement where necessary, as well as celebrating positive feedback.

11. Working with Commercial Assurance Team to ensure that PAT, Merlin and other audit requirements are achieved and any recommendations implemented.
12. Monitor and analyse performance to ensure programme targets are achieved across all internal and external delivery, initiating remedial action when required.
13. Promote effective relationships between internal and external delivery and all local stakeholders, in particular JCP, Local Authorities and health service providers. Ensuring that Shaw Trust's contribution to the local communities served is recognised and develop innovative ways of involving local organisations in Shaw Trust's work.
14. Ensure the Regional Inclusive Employment Service effectively engage with employers to identify appropriate opportunities for participants as well as employer support needs.
15. To work alongside the business development team to develop and test solutions to improve operational performance.
16. Develop the capacity and capability of the Work and Health Programme operational management team.
17. Ensure that good practice within external and internal delivery is effectively shared across the operation.
18. Ensure that delivery locations are operated safely and in an environmentally appropriate manner in accordance with Shaw Trust policies, standards and procedures. Additionally review and maintain appropriate security measures to ensure the protection of customers, staff and property.

## Other

19. To undertake any further training as identified in the Shaw Trust review procedures.
20. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
21. 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.
22. 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.

23. 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.
24. 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.
25. 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.
26. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
27. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
28. 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><b>Person Specification</b></p> <p><b>Job Title:</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent relevant experience. <b>(E)</b></li> <li>• Hold a recognised management qualification. <b>(D)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Ability to demonstrate a proven track record of achievement at a senior level. <b>(E)</b></li> <li>• Ability to provide strategic leadership and direction. <b>(E)</b></li> <li>• Experience of managing DWP contracts. <b>(D)</b></li> <li>• Significant relevant operational management experience. <b>(E)</b></li> <li>• Experience of managing operations over a regional area and/or multiple teams on a remote basis. <b>(E)</b></li> <li>• Ability to plan, monitor and provide effective reporting on progress of projects. <b>(E)</b></li> <li>• Proven experience of driving continuous operational performance improvement. <b>(E)</b></li> <li>• Experience of effective partnership working with internal and external stakeholders. <b>(E)</b></li> <li>• Proven experience of meeting operational budgets and analysing trends and acting on adverse variances. <b>(E)</b></li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively. <b>(E)</b></li> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. <b>(E)</b></li> <li>• Understanding of ISO and other quality standards. <b>(E)</b></li> <li>• Understanding of UK Welfare to Work sector. <b>(D)</b></li> <li>• An understanding of Health and Safety. <b>(E)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Champions and embraces change <b>(E)</b></li> <li>• Operates with a commercial focus <b>(E)</b></li> <li>• Operates with charitable integrity <b>(E)</b></li> <li>• Collaborative <b>(E)</b></li> <li>• Customer focussed <b>(E)</b></li> <li>• Proven leadership skills. <b>(E)</b></li> <li>• Ability to motivate and support. <b>(E)</b></li> <li>• Ability to manage complex supply chain and performance management. <b>(E)</b></li> <li>• Dynamic, open, participative and supportive management style. <b>(E)</b></li> <li>• Ability to lead, inspire and empower. <b>(E)</b></li> <li>• Excellent interpersonal skills. <b>(E)</b></li> </ul>

## Personal qualities, communicating and relating to others

- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required. **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)**
- Analytical problem solving skills. **(E)**
- Outstanding personal impact, drive, enthusiasm and presence. **(E)**
- Copes well in a rapidly changing environment. **(E)**
- Commitment, determination and resiliency. **(E)**
- Flexible and adaptable approach to work. **(E)**
- Innovative. **(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 **(E)**

## Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**