

## **Job Description**

**Job Title: IPES Innovation Team Manager**

**Reports to: Head of Service**

**Location: Central, Home Counties or London**

**Contract: Fixed Term 12 Months**

### **Purpose**

Shaw Trust aims to significantly reduce the digital poverty of our IPES participants and in doing so, increase their digital literacy and enhance their social mobility and engagement in accessing employability and health support.

The Pandemic has meant that more interactions take place digitally including social activities, job interviews, health care provision, learning and numerous employment opportunities.

The IPES Innovation Project Team Manager will be responsible for the implementation and delivery of the 12-Month Digital Inclusion Impact Programme across CPAs 1 & 5 and the line management of Digital Coaches. The role will also include the co-ordination of our new counselling service, ordering equipment and supporting the Head of Service in delivering the project.

We are looking for an individual with proven project management and leadership skills and experience of supporting customer focused teams. The successful candidate will have excellent interpersonal skills, solution focussed approach, target driven and be highly organised. You will be highly skilled in IT and coaching with the ability to manage a small dispersed team of outreach Digital Coaches.

### **Main Duties and Responsibilities**

Working collaboratively with operational colleagues, you will:

1. Assist the Head of Service in setting up referral processes for this new initiative, manage and monitor referrals; identify areas of risk and opportunity and putting in place, plans to address these.
2. Work closely with the Head of Service to manage budget of initiative to ensure robust governance and value.
3. Stakeholder engagement: you will be required to identify and manage key stakeholders both internally and externally, this will support the effective promotion of the scheme.
4. Gather data to demonstrate the social value of the Digital Coaches so that this can be presented to the Senior Leadership Team and The Department for Works and Pensions.

5. Manage the budget and distribution of Smart devices ensuring they are allocated to those who require them the most, keeping accurate records of allocations and expenditure.
6. Lead our Digital Coaches, who will offer our participants both face to face and virtual support to help them overcome digital illiteracy.
7. Complete caseload reviews monthly with each team member to ensure all participants are progressing with their digital inclusion and subsequently engaging with Shaw Trust provision, in a timely manner, agreeing remedial action as required.
8. Oversee the day-to-day management and performance of your team and service to ensure required outcomes and KPIs are achieved.
9. You will conduct regular one to one review, measure KPI's, motivate and driving performance, and where necessary address any underperformance through coaching and performance management.
10. Where required ensure Assistive Technology is available, for participants who may need additional assistive technology to aid their use of digital.
11. Networking and stakeholder engagement to link with charities and other funding support models with a view to enrich our participants lives by giving them suitable and appropriate digital access.
12. Produce and present accurate forecasting and performance data in line with both internal and external requirements.
13. Lead in the planning and development of localised delivery plans to ensure effective activities are in place to meet the needs of the caseload and centre/team-wide to achieve all key performance measures.
14. Establish and maintain effective working partnerships with Senior Team Managers, Team Managers and Joint Delivery Partners.
15. Manage sickness absence effectively and robustly, ensuring you are the point of contact for all sickness absence within the teams and that return-to-work interviews, occupational health referrals, and (where necessary) disciplinary action is carried out in line with policy and procedure.
16. Assist the IPES Head of Service with the recruitment of new team members and ensure the effective induction of all new recruits into the team, coaching and mentoring them, and providing one to one support and development.

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.

## 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 always meet the requirements of the Data Protection Act
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.

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<p style="text-align: center;"><b>Person Specification</b>  <b>Job Title: IPES Innovation Project Team Leader</b>  (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 experience (E)</li> <li>• Management training/qualification. (D)</li> <li>• Demonstrable evidence of Continuing Professional Development(E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience in successfully managing target driven services and teams within a high-performance culture. (E)</li> <li>• Proven experience of the operational management of participant / customer facing services and contracts. (D)</li> <li>• A strong track record of establishing and maintaining productive relationships with partners and stakeholders. (D)</li> <li>• Experience of working with individuals in relation to employment, demonstrating active listening skills to quickly build rapport (D)</li> <li>• Awareness of financial management including monitoring elements of P&amp;L, budgets, etc. (D)</li> <li>• Experience of supporting, motivating and engaging others. (E)</li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D)</li> <li>• Experience of effective performance management (E)</li> <li>• Knowledge of the local and regional labour market. (E)</li> <li>• Knowledge of benefit system and welfare to work programmes. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)</li> <li>• Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging, and email. (E)</li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively (E)</li> <li>• Demonstrable experience of providing excellent customer service skills (E)</li> <li>• Understanding of our client group and the barriers our clients may face (E)</li> <li>• Understanding of data protection and information security (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills (E)</li> <li>• Good at building relationships with both internal and external stakeholders (E)</li> <li>• Ability to use initiative when required and take a problem solving approach to work tasks (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</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.(E)</li> <li>• This post requires a Disclosure and Barring Service Check at a Basic level (E)</li> </ul>

Other

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