

Job Description

Job Title:	Delivery Team Manager
Reports to:	Operations Manager Direct Delivery or Performance Manager
Salary:	£30,000.00 -£33,000 .00 per annum
Location:	Bromley
Purpose	To lead a team of careers advisers in one of London sub- regions, supporting advisers to achieve the team performance targets and having responsibility for the quality of their service

Main Duties and Responsibilities

1. Responsible for delivery of team performance targets for a sub-regional team of careers advisers (Prospects and associate staff)
2. Manage the sub-regional Prospects Adviser Team, including observations; training; KIT meetings, Annual Reviews and any other relevant tasks
3. Ensure there is suitable cover to provide a service in all Prospects venues
4. Work with a variety of organisations to generate customer referrals to meet targets, being the first point of contact with partners such as Jobcentre Plus
5. Support advisers in the delivery of the service by ensuring best practice on delivery of careers advice, putting customers on the CRM, using correct documentation and other delivery requirements
6. Ensure the team of advisers meet all audit and contractual requirements
7. Support new advisers with induction and ongoing support to meet performance and quality targets
8. Support team advisers to use and contribute to local, regional and national LMI to support customer progression in their career
9. Ensure team advisers meet all standards for quality of service; safeguarding, information and data security, and any other to meet contract requirements
10. Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
11. Attend company meetings and training and liaise with staff at all levels
12. Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
13. Other duties commensurate with the level and nature of the 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 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>Person Specification</p> <p>Job Title: Delivery Team 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"> • Education to graduate level or equivalent (D) • Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance or equivalent (D) • Willing to undertake professional training to maintain standards (E)
<p>Experience</p> <ul style="list-style-type: none"> • Able to manage and support a team of advisers effectively (E) • Able to act as a role model to and motivate other advisers (E) • Able to work in a target driven environment, and ability to meet or exceed contract targets (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Good understanding of quality systems and procedures • Excellent communication and presentation skills • High level of competency, effective operation and use of ICT including its wider application e.g. use of social media • Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Well organised, capable of working under pressure, meeting deadlines and targets, manage their own time • Ability & flexibility to work in different outreach locations, able to promote the service and maintain relationships with partners. • Able to work flexible hours at evenings and weekends when required
<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 Enhanced level (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)