

Job Description

Job Title: Self-Employment Team Leader WHP JETS

Reports to: Regional Delivery Manager

Location: Home Based covering Central and Home Counties delivery.

This role is working on a DWP Work and Health Programme - Job Entry: Targeted Support (WHP/JETS)

Purpose

The WHP JETS Self Employment Team Leader role is integral to the success of our employment programmes, ensuring staff integrate in multi-disciplinary teams and work together to provide regular, high quality support to participants. The role requires an engaging, empathetic and motivating individual, with the ability to support staff to achieve day-to-day performance. The Team Leader will develop and maintain effective relationships with key stakeholders and ensure the effective management of staff caseloads.

As a WHP JETS Team Leader you will be responsible for managing and supporting our WHP JETS Self Employment Advisors.

This role is perfect for individuals with proven leadership skills and experience of leading and supporting customer focused teams. The successful candidate will have excellent interpersonal skills, solution focussed approach, target driven and be highly organised.

Main Duties and Responsibilities

1. Assist the Regional Delivery Manager in the day-to-day management and support of the Self Employment advisor contributing to their KPI's, motivating, driving performance, and supporting staff development where required.
2. Extensive knowledge and Understanding Self Employment processes to support and advise your participants and Teams.
3. Strong partnership working skills required. The Self Employment Advisor will be closely connected with our internal teams. Direct communication

and collaborative working with Employment Advisors, Employment Account Management and Supplier Chain Networks.

4. The Self Employment Team Leader will need to demonstrate Business acumen and reporting skills knowledge, to drive performance and monitor progression.
5. Assist in the development of effective team-based activities to meet the needs of the caseload and targets through KPI's, customer feedback and localised delivery plans.
6. Provide effective coaching and mentoring to all team members to ensure that they are fully supported in all aspects of their role and that all learning and development needs are addressed.
7. Establish and maintain effective working partnerships with key stakeholders to ensure the effective management of programme.
8. 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.
9. Assist the Regional Delivery Manager 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.
10. Complete caseload reviews monthly with each team member to ensure all participants are progressing towards self-employment in a timely manner, agreeing remedial action as required.
11. Run weekly case conferencing meetings with your teams to ensure that participants are being adequately supported, allowing the sharing of ideas and best practice to progress participants towards self-employment.
12. Carry out observations / monitoring on a regular basis to review individual performance, identifying and addressing any development needs, ensuring compliance is being adhered to and quality standards are being met.
13. Maintain an up-to-date working knowledge of the benefit system and entitlements, local labour market, training opportunities and relevant support agencies.
14. Strong partnership working skills required. The Self Employment Team Leder will be closely connected with our internal teams. Direct communication and collaborative working with Employment Advisors, Employment Account Management and Supplier Chain Networks.

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 etc. 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 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 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.

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: Self-Employment Team Leader WHP JETS</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"> • Management training/qualification. (E) • Information, Advice and Guidance qualification or equivalent. (D) • Small Firms Enterprise Development initiative (SFEDI) qualification (D)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a new enterprise or employability sector. (E) • Fully knowledgeable on Self-Employment matters including legal requirements, best practice, funding opportunities, tax, insurance, marketing, and Universal Credit. (E) • Experience of providing self-employment or enterprise guidance to others. (D) • Demonstrable experience in successfully managing target driven services and teams within a high-performance culture. (E) • Proven experience of the operational management of participant / customer facing services and contracts. (D) • A strong track record of establishing and maintaining productive relationships with partners and stakeholders. (D) • Experience of working with individuals in relation to employment, demonstrating active listening skills to quickly build rapport (D) • Awareness of financial management including monitoring elements of P&L, budgets, etc. (D) • Experience of supporting, motivating and engaging others. (E) • Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D) • Experience of effective performance management (E) • Knowledge of the local and regional labour market. (E) • Knowledge of benefit system and welfare to work programmes. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. (E) • Good administration, IT and organisational skills with good experience of using MS office software. (E)

Personal qualities, communicating and relating to others

- Excellent communication and presentation skills (E)
- Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. (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 at an Basic level (E)

Other

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