

**Job Title:** Integration Manager - WLA WHP JETS  
**Reports to:** Regional Operations Manager - WLA WHP  
**Salary Range:** £40,000 - £50,000 (London)  
**Location:** West London

## **Purpose**

The Integration Manager is responsible for leading the strategy that ensures effective integration of services between the Local Authorities, wider borough services and providers and the West London Alliance employment programmes.

These services would include but are not limited to:

- Health and wellbeing
- Debt and budgeting advice
- Housing and accommodation
- Family services
- Learning & skills
- Employment

Leading a team of Integration Liaison Officers that will cover the 7 boroughs that make up the West London Alliance which include, Barnet, Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon and Hounslow.

This roles main objective is achieving the aim of creating a “single front door” approach to employment support within West London, promoting both the Work & Health Programme and Job Entry Targeted Support (JETS) Programme and ensuring key partner/stakeholder relationships are established, maintained and developed

## **Main Duties and Responsibilities**

1. Ensure that the Integration strategy compliments the wider employment and skills strategy and contributes to the development of a greater demand led approach to employment support
2. Support the Integration Liaison Officers in collaborate with the Local authority in developing an integrated approach to employment support that responds to local priorities and the needs of its programmed residents.
3. Ensure existing relationships with key partners/stakeholders are managed and develop in order that they maintain and increase the opportunities for programmed participants.
4. Support in the development of new opportunities within the boroughs that would benefit the programmed participants.

5. Ensure the free flow of relevant information between Shaw Trust and stakeholders is achieved.
6. Support in the development and maintenance of key external stakeholder groups such as working groups and provider forums.
7. Ensure regular engagement with stakeholders is maintained and recorded and information with colleagues is being shared in a timely manner to ensure all opportunities are acted upon.
8. Work closely with colleagues in Operations, Marketing and the supply chain and engage with PR activities to enhance Shaw Trust's reputation and presence with local communities.
9. Attend, represent and promote Shaw Trust at conferences and at networking events.

## **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 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 participants, 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.

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.

## Person Specification

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(E = Essential D = Desirable)

<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Holding or able to achieve NVQ Level 4 Sales and Marketing or Customer Service (or equivalent) <b>(D)</b></li> </ul>
<p><b>Experience, Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Experience of managing and developing a team within a sales or customer services environment. <b>(E)</b></li> <li>• A strong track record of establishing and maintaining productive relationships with employer, partners and stakeholders. <b>(E)</b></li> <li>• Experience of working in a target driven environment. <b>(E)</b></li> <li>• Experience of working in employment and/or training sectors. <b>(D)</b></li> <li>• Experience of working Local Authority. <b>(D)</b></li> <li>• Established industry and commercial networks. <b>(D)</b></li> <li>• Knowledge of the local and regional labour market. <b>(D)</b></li> <li>• Knowledge of the local community services. <b>(D)</b></li> <li>• Knowledge of benefit system and employment programmes. <b>(D)</b></li> <li>• Training, coaching or the demonstrated ability to implement new processes, systems, share knowledge and build competency. <b>(E)</b></li> <li>• Effective negotiation and persuasion skills. <b>(E)</b></li> <li>• Able to quickly identify problems, think flexibly and resolve issues. <b>(E)</b></li> <li>• Knowledge of performance improvement systems or approaches. <b>(E)</b></li> <li>• Competent using a CRM, analysing data, collating and sharing intelligence. <b>(E)</b></li> <li>• Able to quickly identify problems, think flexibly and resolve issues. <b>(E)</b></li> <li>• Team player comfortable working with minimum supervision using personal drive, enthusiasm and presence to succeed. <b>(E)</b></li> <li>• Highly organised and adept at optimal time management. <b>(E)</b></li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. <b>(E)</b></li> <li>• Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. <b>(E)</b></li> <li>• Good administration, IT and organisational skills with good experience of using MS office software. <b>(E)</b></li> <li>• Excellent communication and presentation skills. <b>(E)</b></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. <b>(E)</b></li> <li>• This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li> </ul>
<p><b>Other</b></p>

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. **(E)**
- Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. **(E)**