

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



Step Forward Tees Valley is funded by the European Social Fund and the National Lottery Community Fund

JOB DESCRIPTION

JOB TITLE:	Performance Lead
REPORTS TO:	Programme Manager
RESPONSIBLE FOR:	Navigator, MI & Quality Officer, Administration
LOCATION:	Redcar & Cleveland (1x FTE), Middlesbrough (x1 FTE)
PRIORITY CONTACTS:	Employers, partners, job seekers
SALARY:	Circa £27,000 per annum

JOB SUMMARY

Working with the Youth and Employment Manager the postholder will lead the achievement of performance targets by managing an interdisciplinary team of staff to work effectively and cohesively and delivery a high quality service to beneficiaries. Applying effective programme management practice and ensuring contract quality and compliance are achieved, the Performance Lead will be an enabler who enjoys succeeding with and through others.

You will work solely on the Step Forward Tees Valley programme which is funded by the European Social Fund and The National Lottery Community Fund.

Step Forward Tees Valley is an exciting programme delivered across the five local authority areas of the Tees Valley, which aims to support people experiencing barriers and complex needs move closer toward work and training opportunities. Each local authority area has a team of navigators that will work with up to thirty delivery partners at any one time.

Programme Management:

- Ensure effective programme management; overseeing service delivery to ensure contractual KPIs are achieved and ensuring development of the programme. Coordinating interdependent teams within designated centres through setting team targets, team standards and individual goals and encouraging team involvement
- Ensuring team delivery is contract compliant and financially sound;
- Significant autonomous working that address's and resolves all centre problems, ensuring the setting of clear boundaries and empowering the team to identify solutions and ideas for future practice. You will be expected to, and be held accountable for, making timely decision and judgements in a pressurised environment referring only to senior management as necessary.
- Cultivate an open working environment that supports effective communication and welcomes the sharing of good practice.
- Manage relationships at a working level with key partners, jobseekers and employers within the centre to support successful delivery of the programme.
- Work with the other Performance Lead's to manage the resources required to deliver the contract within dedicated centres and ensuring effective linkage of internal and external strategic programme areas which add value, develop and support sustainability.
- Market and promote the programme to support its successful achievement and ongoing development;
- Coordinate the collation of accurate and current data within the dedicated centre to ensure that programme payments are received within specified deadlines and provide regular management reporting information to meet contract requirements and maintain project management information.
- Coordinate an effective ongoing evaluation of programme performance with a view to ensuring continuous improvement of programme design and delivery outputs and providing clear and consistent feedback.
- To support with the development of systems and procedures that will enable the team and individuals to achieve their objectives and deliver a professional and high quality service.
- Manage a caseload of jobseekers.
- Collaborate the wider Employment & Training Team in the tools and techniques used to engage and support effective service delivery as necessary.
- Working with the Finance Team and Contract Lead to collate claims in accordance with the programme annual budgets which are reviewed monthly, managing and controlling the efficient use of resources within the scope of your responsibility
- Meet identified programme performance, quality and or business development targets appropriate to the role as outlined below:

Performance Targets:

- Caseload Management
- Conversion Rates: Starts, Jobs, Sustainability, Progression Routes
- Staff management
- Weekly Reporting Information

Development Targets:

- Identify additional funding
- Maximise Youth Employment & Skills delivery
- Coordinate centre multi delivery

Quality Targets:

- Customer Service Standards
- Efficiency – including financial management

Business Development

- Actively promote strong internal relations within the Trust and contribute proactively to inter-disciplinary working and project delivery.
- Represent the Trust as required both internally and externally.
- Contribute to the Trust Business Planning Process.

Staff Management

- Management and supervision of allocated staff, including permanent, temporary, agency, placement and volunteer staff, ensuring proactive performance management via the Trust's processes.
- Provide support and direction to these members of staff to ensure they understand their roles and responsibilities along with the skills and attributes required to deliver them effectively.
- To produce a training programme for team members to support personal development and ensure that they have the necessary up to date training required to carry out their role.

Additional responsibilities

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout – remove for posts outside employment
- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.