



# Candidate Pack

## Performance Lead (SFTV)

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# Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment, and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better. With over 200 staff across the region, and over 30 years' experience, we are always keen to hear from people with the drive and determination to make a difference and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or entry level project staff. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.



## What are we looking for?

We are looking for an enthusiastic, self-motivated team player, who has a proven record of accomplishment in managing staff and delivery for welfare to work programmes. You will have excellent negotiation and communication skills, innovative in your delivery. The ideal candidate will be creative and flexible, and be able to develop positive relationships with Partner Organisations, Stakeholders, Employers, Jobcentres, staff and participants, as well as being able to demonstrate experience of adapting delivery to dramatic changes and ability to manage staff and a programme using Microsoft Teams and other platforms.



Our Step forward Tees Valley (SFTV) Building Better Opportunities (BBO) Programme is tailored, personalised, and focused on the needs of our participants to ensure high levels of satisfaction, commitment and ownership. Our focus is on delivering a personalised service in which our participants see the benefits. Our experience shows that this approach ensures high levels of satisfaction and commitment, leading to better retention on programme and outcomes. You will use your skills and abilities to manage various roles whilst developing and maintaining successful relationships with local employers

You will have a passion to succeed and a vocation for new ways of working that will ultimately improve overall performance and service delivery. You will demonstrate a willingness to support and help others whilst having compassion, empathy, and understanding with contacts. Treating all people with respect and dignity, dealing with them fairly.

Like us, you will love North East England and want it to thrive. You will be keen to learn and work part of a team and be enthusiastic for the work of local charities and the role of giving to benefit communities.

## What difference will you make in the role?

- » You will be Instrumental in maintaining the performance on the Step Forward Tees Valley Programme
- » Work closely with the Lead Organisation for the programme (Humankind) and maintain quality and compliance throughout the delivery processes
- » You will have a firm grasp on the targets for the programme and create an action plan to achieve these
- » Working with local Stakeholders, Employers and Support Organisations within the partnership and wider
- » Support referrals to support offered within the Partnership around - Placement opportunities and progression routes and Health & Wellbeing and Digital Sessions
- » Supporting Participants to work together in overcoming the barriers that prevent participants from sustaining employment.
- » The role will oversee securing new participants on to the programme, develop and maintain excellent working links with Jobcenter Plus.
- » You will maintain and organise workload to ensure effective prioritisation and delivery of objectives whilst demonstrating effective time management
- » Demonstrate effective time management and get planned work completed within daily deadlines.
- » Understand the Programme key performance indicators for results and outcomes and how this cascades down to Groundwork and the individual delivery Hubs in Redcar and Middlesbrough
- » Referral to appropriate mainstream or local employability support provision and to pre employability services to address underlying barriers



## Who you will be working for and with?

You will report to our Employment Programme Manager and work as part of our Youth Employment & Skills team supporting people not in employment, education or training. Groundwork deliver a comprehensive customer journey to participants supporting with barriers into work and education/training – delivering activities and bespoke route ways into employment.

Internally you will work with a Performance Lead, Assistant Performance Lead, MI & Quality Officer and Navigators. Externally you will work with Step Forward Tees Valley Lead Organisation and Partners, Local Employers, Jobcentre Plus staff and other organisations and stakeholders

This is an organisation where everyone works together, gives their all, takes collective responsibility and strives to make Groundwork better.



## What will your duties and responsibilities be?

- Ensure effective programme management; overseeing service delivery to ensure contractual KPIs are achieved and ensuring development of the programme
- Ensuring team delivery is contract compliant and financially sound
- Significant autonomous working that address's and resolves all delivery problems, ensuring the setting of clear boundaries and empowering the team to identify solutions and ideas for future practice.
- Manage relationships at a working level with employers, key partners, jobseekers to support successful delivery of the programme.
- Work with the other Performance Lead's to manage the resources required to deliver the contract
- Market and promote the programme to support its successful achievement and ongoing development
- 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.
- Actively promote strong internal relations within the Trust and contribute proactively to inter-disciplinary working and project delivery.
- Contribute to the Trust Business Planning Process.
- 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, using Microsoft Office, Teams and other platforms.
- 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.



## What skills and experience do you need to apply?



- Educated to A Level standard or equivalent
- Level 3 in Information Advice & Guidance or equivalent
- Substantial relevant experience of successful employment programme coordination and implementation
- Proven experience of forming successful working relationships with partners, jobseekers, employers and training providers
- Experience of marketing, communications, external liaison and presentation work
- Proven experience of internal and external liaison and the development of effective relationships
- Experience of successfully and consistently achieving programme performance targets
- Proven experience of using systems to record information and generate reports to meet specified deadlines
- Proven experience of effectively managing a caseload of clients from an unemployed background and of supporting other staff in case management.
- A sound understanding of the Employability Agenda both nationally, regionally and locally, with knowledge of skills gaps/growth sectors within the local labour markets
- Good facilitator and enabler with strong organisational skills to support effective programme coordination
- Ability to work effectively as a leader of a team within a complex, changing and challenging environment
- Experience of line managing and developing a team of staff
- Ability to maintain confidentiality at all times
- Ability to coordinate and plan resources and services
- An ability to understand customer and programme needs and work to exceed them
- An enthusiastic and self-motivated approach with a commitment to achieve success.
- Full Driving Licence and access to a vehicle for work purposes



***Appointment to this post is subject to an enhanced disclosure endorsed by the Disclosure and Barring Service.***

## What will we offer you...

- Competitive salary, circa £27,000 per annum
- 37 hour working week
- Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle To Work
- A commitment to equality and diversity which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff life insurance scheme
- Friendly, team environment where we support each other to achieve



# Want to Apply?



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

**All completed applications should be sent to:**

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