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| **BBO TOWARDS WORK (TW) HUB CO-ORDINATOR JOB DESCRIPTION** |

**Job Title**: BBO TW Hub Co-ordinator

**Reports to**: Performance and Compliance Manager

**Salary/Grade**: 28,614.75 per annum

**Contract**: Fixed Term

**Duration**: until 31st July 2022 (further possible extension to early 2023 to be confirmed by end March 2021).

**Hours**: 37.5 per week

**Location**: Mansfield CVS office base or Nottingham city

**Contract Area:** Agreed area of operation to cover designated accounts

**Background to the Building Better Opportunities Programme**

The Building Better Opportunities Programme (BBO) is jointly funded by the National Lottery Community Fund (NLCF) and the D2N2 Local Enterprise Partnership European Social Fund (ESF) and aims to combat the root causes of poverty, promote social inclusion, challenge long-term unemployment, and empower socially excluded people. The ESF strand is a part of the European Structural & Investment Funds (ESIF) Growth Programme 2014 – 2020 and its principal goal is to improve local growth and create jobs, by investing in Innovation, Business, Skills and Employment. ‘Promoting Social Inclusion & Combating Poverty’ is a key Theme within the ESIF Programme (Thematic Objective Nine -TO9) and the National Lottery Community Fund is matching funds from ESF to deliver the BBO Programme via three separate, yet complementary, Pathways which are; Multiple & Complex Needs, Towards Work and Financial Inclusion. The successful applicant will be working solely on this programme.

**The Towards Work Programme**

The Towards Work Programme aims to support and empower people within the D2N2 area who are significantly disengaged and furthest away from employment or self-employment. Groundwork Greater Nottingham’s (GGN) Towards Work Programme is a demand driven model, which is bespoke, personalised and allows individuals to develop their own personal progression into employment, self-employment or further training/education. Participants will undertake a holistic journey, via a range of End to End Employability and Personal Development Interventions. The programme will achieve real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work and by providing an inclusive Job Brokerage & In work Support Service to ensure employment outcomes are sustained. Participants will also have access to a menu of individually tailored, wraparound Specialist Support to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners*.*  At a broader level, the programme will enable people to access better housing, achieve stable finances, improve their health and wellbeing, have better functioning families, minimise benefit dependency and reduce crime and anti-social behaviour.

**Purpose of the Role**

The Hub Co-ordinator will contribute to the overall success of the BBO Towards Work programme within Derbyshire or Nottinghamshire. They will:

1. engage with external organisations and statutory bodies to promote referrals, and with potential participants to provide initial assessment and link them to the most suitable provision for their local area.
2. work with the delivery partners to ensure they understand the requirements of their role in the programme.
3. advise on and oversee the quality of delivery partner provision.
4. produce monthly data on performance, highlighting any good practice and issues to delivery partners and GGN programme management.

**Principal Duties & Responsibilities**

The principal duties and responsibilities of this role encompass tasks and activities that primarily relate to the purpose of the role and may include other duties that are supplementary to the role.

Responsibilities will include, but are not limited to, the following:

1. **Engaging with external organisations and statutory bodies to promote referrals, and with potential participants to provide initial assessment and link them to the most suitable provision for their local area.**

* To create and manage strong relationships with Stakeholder Managers, key referral agencies, and statutory bodies to encourage well considered client referrals to the TW programme.
* Co-ordinate referrals to the programme, ensuring consideration of the geographic reach of each delivery partner and collective KPI targets.
* To work in partnership with a network of local agencies and key stakeholders including; JCP, Statutory, Voluntary & Private organisations, local Employment & Skills providers, Specialist Partners, and Education & Training providers
* Ability to confidently discuss and understand different options for eligibility evidences with participants and referral partners.
* To develop and maintain in-depth knowledge of the local employment opportunities, benefit and entitlement support, and progression options.
* To positively promote the TW Programme to service users and stakeholders via events and other media outlets.

1. **Working with delivery partners to ensure they understand the requirements of the programme.**

* To engage, build trust and maintain effective relationships with the delivery partner host organisations within their agreed area of operation.
* Disseminate new guidance and changes, and proactively ensure that this information is understood and implemented by delivery partners.
* To ensure they and delivery partners fully understand and comply with ESF/National Lottery Community Fund Guidelines, and GGN internal procedures.
* Attend the meetings of the Project Management Board as required, and read the project materials to ensure they have up to date knowledge about the project.

1. **Advising on and overseeing the quality of delivery partner provision (through Work Coach and Job Broker and Admin posts).**

* Support their designated delivery partners to ensure that a consistent service is delivered that meets the needs of service users and compliance.
* Co-ordinate the work of their designated delivery partner teams, in the process of supporting beneficiaries, ensuring a high quality person centred approach to information, advice and guidance is adopted.
* To be the interface between the internal audit team, and delivery partners, to enable the implementation of advice and corrective action.
* Conduct regular reviews and meetings with their designated TW delivery partner teams to include preparation and completion of all participant administration, financial documentation, and activity and interventions on the Hanlon system, ensuring all records are accurate and up to date.
* Responsibility for participant spend budget approvals from £100 - £500 for delivery staff from all their designated delivery partners.

1. **Produce monthly data on performance, highlighting any good practice and feeding back quality issues to the relevant delivery partner and to the Project Lead Organisation (GGN).**

* Provide monthly performance reports and narrative to delivery partners with constructive feedback, guidance and plans to better increase quality provision and better ways of working.
* Collate and submit quarterly partner progress reports to the Programme Manager, to feed in to the NLCF reporting, as well as any exceptional reports from time to time.
* Provide regular updates and highlight any issues to the TW Performance and Compliance Manager on the performance of the project in the area of their responsibility.
* To monitor the achievement of contractual Key Performance Indicator (KPI) targets of their operational area delivery partners including; Data Protection and information security, Quality Assurance, Equality & Diversity, Sustainable Development, Participant engagement, retention, training & qualification achievement, participant feedback, progression, and Positive Outcomes (employment, self-employment and education/training).
* Adhere to, and fully utilise all on-line and other operational systems needed for the effective operation of the project and detailed programme evaluation processes.
* To regularly meet with the other TW Hub Co-ordinators to share good practice and drive continuous improvement of the project.

**Other**

* To attend regular audit team and GGN staff meetings, and supervisions with line manager.
* To be committed to Continuing Professional Development (CPD) to maintain and develop professional standards.
* To ensure compliance with the organisation’s policies and with insurance and statutory requirements, particularly health and safety and equality & diversity.
* To contribute positively as part of a delivery team, as well as part of a wider business team, to deliver business objectives and ensure good morale and working relations are maintained.

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**Person Specification - Knowledge, Skills & Experience**

The successful candidate must be able to demonstrate the following specific attributes.

* Knowledge or previous experience of coaching, supporting and placing unemployed/ economically inactive people with barriers, into employment, self-employment or FE/Training.
* Knowledge of local employment opportunities, benefit and entitlement support, and progression options (education, training and specialist signposting options).
* Previous demonstrable experience and understanding of high level relationship management techniques, and ability to form effective working relationships within a range of Public, Private and Third Sector strategic and delivery stakeholders and colleagues, to achieve collective goals.
* Previous knowledge and understanding of Performance Management Frameworks, and meeting/exceeding contractual Key Performance Indicators (KPI) targets relating to Performance Outcomes, including the achievement of job and training outcomes.
* Genuine commitment to the personal and occupational success of long term unemployed or economically inactive people.
* Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and motivate disengaged participants with a diverse range of needs.
* Able to communicate through a range of mediums/forums including interpersonal (group and one to one), presentational skills and understands its importance in both participant relationships, stakeholder engagement and teamwork.
* Hold organisational and time management skills, with the ability prioritise and manage work under pressure, according to deadlines and performance targets.
* ICT literate and able to use the following programmes in day to day work; Office 365 (emails and diary management), Microsoft Teams/Zoom (remote platforms for meetings), Database (for basic data interrogation), Word (create and edit documents), PowerPoint (create presentations and present) & Excel (data entry, creation of spreadsheets to review and analyse data).
* Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area.