**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Connect to Work Strategic Lead  (Fixed Term until 2030) | **Grade**: PO6 |
| **Section:**  Economic Development | **Directorate:**  Place |
| **Responsible to following manager:**  Head of Employment and Skills | **Responsible for following staff:**  Connect to Work Lead up to 3 |
| **Post Number/s:** | **Last review date:**  February 2025 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

This key strategic role provides leadership for Connect to Work in Richmond and Wandsworth councils. The role will develop and manage links with key stakeholders, capacity building and ensuring appropriate processes are in place to encourage appropriate referrals. Moreover, the postholder will have overall responsibility for embedding IPS and SEQF best practice to ensure model fidelity. The postholder will provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users.

**Specific Duties and Responsibilities**

1. Be accountable for the delivery of Connect to Work key performance indicators, ensuring key metrics are achieved and reported to accountable bodies.
2. Strategic Leadership, management and responsibility for the performance of staff across multiple locations and associated boroughs
3. To provide management and leadership to the Connect to Work Leads and wider team
4. In close collaboration with service, divisional and professional senior colleagues, be responsible for the design, development, delivery, and governance of high quality and safe Connect to Work provision
5. To develop and maintain relationships with key stakeholders e.g. NHS colleagues, GP practices, Public Health and Adult Social colleagues and community/voluntary partners in Richmond and Wandsworth to ensure Connect to Work is embedded within their services
6. Working as part of the senior leadership team in the Work Match, and with key internal and external stakeholders, to develop and implement relevant strategic initiatives that support Connect to Work
7. To effectively oversee the operational management a high-quality Individual Placement Support (IPS) and Supported Employment Quality Framework (SEQF) service that is embedded into community pathways, adheres to the principles of IPS and SEQF is in line with the ‘Fidelity’ quality framework.
8. To champion the Connect to Work service, promote and educate the wider multidisciplinary internal and external stakeholders to consider employment needs for all who express an interest
9. To promote a culture of service user choice and control within team members daily practice to be monitored and developed through supervision and appraisal
10. To oversee the implementation of the CRM system within the team, ensuring that management information is being developed for appropriate internal and external partners.
11. To ensure that team works within the relevant frameworks and policies for safeguarding vulnerable adults
12. Take a lead in utilising data (including user feedback and learning from investigations) to identify quality improvement opportunities and implementing changes to improve service delivery, operational protocols, and policy.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

**Team structure**

**Person Specification**

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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Expert knowledge of the IPS and SEQF Fidelity models | **X** |  | **A/I** |
| Current understanding of unemployment trends, economic inactivity and the impact of cyclical unemployment and worklessness | **X** |  | A/I |
| Detailed and demonstrable knowledge of large scale employment programmes that ensure an integrated and co-ordinated approach to meeting current and future needs of businesses | **X** |  | A/I |
| Knowledge of interventions that can be deployed to support the workless into sustainable employment and career development | **X** |  | **A/I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of managing employment support services through remote teams, resource planning, identifying training needs and ensuring performance against identified outcome targets | **X** |  | **A/I** |
| Proven experience of delivering externally funded provision | **X** |  | **A/I** |
| Experience of implementing CRM systems and providing management information for a variety of audiences | **X** |  | **A/I** |
| Experience of managing a team, identifying training and development needs and ensuring performance against identified outcome targets. | **X** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to strategically develop, lead and manage a high quality employment programmes aimed at helping people with complex barriers access local job opportunities | **X** |  | **A/I** |
| Confident in networking and building relationships with a variety of different stakeholders | **X** |  | **A/I** |
| Strong Communication skills – written and verbal | **X** |  | **A/I** |
| Ability to respond effectively and efficiently to any number of tight deadlines within a pressurised environment. | **X** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**