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

**Job Description**

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|  **Job Title:** Integration Hub Lead | **Grade**: PO5 |
| **Section: South London Partnership** | **Directorate:** Chief Executive |
| **Responsible to following manager:** Head of Economy, Skills and Employment | **Responsible for following staff:** IntegrationOfficer |
| **Post Number/s:** R180305 | **Last review date: 01/06/22** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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.

The South London Partnership (SLP) is a cross-party five borough sub-regional partnership of Croydon, Kingston upon Thames, Merton, Richmond upon Thames and Sutton. It has a small core team working closely with politicians, chief executives, senior managers and subject specialists in each of the five boroughs, as well as London and local stakeholders and partners. Together they have forged an ambitious programme of work that is securing greater sub-regional collaboration and traction on areas including, health, economy, skills and transport. The SLP boroughs collaborate sub-regionally on things where they can secure more together than individually. The SLP team focuses on areas where collaboration leads to increased influence, increased powers and funding and better delivery of the services our residents need.

The South London Integration Hub is an exciting new project, forming part of the Mayor’s London Recovery Missions and the ‘No Wrong Door’ approach to employment and skills support, to be delivered across the five SLP boroughs. At present, the employment and skills landscape is complex, fragmented, and difficult for Londoners to navigate. This means that Londoners often struggle to access the support that could best meet their needs, and that services are not as coordinated as they could be.

The Integration Hub approach has been developed to address the information and communication failures and the structural and service deficiencies in the skills and employment system. The Integration Hub will drive integration, boost partnership working, create high-quality referral pathways, strengthen practitioner know-how and embed resident and service user voice into strategic planning and service delivery.

The overarching aim of the Integration Hub is to support key groups of Londoners who are jobless and disproportionately impacted by Covid-19 and/or are facing vulnerabilities or structural inequalities, to enable them to access good work.

**Job Purpose**

The Integration Hub Lead will be key to:

1. **Strengthen pathways for residents into employment and skills support**
* Lead in the analysis and mapping of existing skills and employment providers, stakeholders, and practitioners’ services and referral practices
* Working with service users to improve understanding of barriers and challenges for south London residents when trying to access jobs and skills opportunities
* Develop place-based pathways for south Londoners, towards and/or into skills and employment support, for all residents
1. **Integrating Networks to Improve Provider and Stakeholder Collaboration**
* Secure and strengthening existing skills and employment networks and develop shared principles to ensure stakeholders have a collaborative approach to skills and employment in south London
* Develop the mechanisms and framework to ensure that south London business networks, anchor institution and large employers work collectively with skills and employment providers to support skills development and routes to employment for south Londoners
* Improving cross referrals between employment support and skills providers through agreed referral framework and practices
1. **Highlighting skills and employment support available in south London**
* Develop shared communication strategies to ensure residents, practitioners and employers can easily access information about skills and employment opportunities
* Develop a repository of resources and information for practitioners to support
* Deliver regular training and support for practitioners, providers, and stakeholders

**Specific Duties and Responsibilities**

* Lead on developing and delivering a workplan for the Integration Hub, aimed at supporting service integration and improving the quantity and quality of referrals.
* Identify, engage and manage strong strategic relationships across multiple stakeholders
* Lead on work with specific residents, community groups and stakeholders to identify structural barriers to employment and skills provision specifically women returning to work, women from ethnic minority backgrounds and residents with disabilities
* Lead, develop and deliver a regular programme of information sharing and training for practitioners and webinars and/workshop for employers to raise awareness of opportunities and create new connections
* Manage the development, and implement with stakeholders, a collective referral framework and process to improve referrals between service providers
* Manage and collate a repository of resources for practitioners on employment and skills support available in south London
* Developing potential delivery pilots, based on findings and analysis to create the business proposal to apply for ‘seed corn’ funding
* Managing the project to ensure that the IH is delivered in accordance with the Greater London Authority (GLA) funding agreement, meeting outcome targets, and capturing and reporting relevant data
* Write and report on progress in delivering Integration Hub to SLP Director and the GLA and senior borough officers and members
* Identify funding opportunities to support the sustainability of the Integration Hub and potential match funding for pilot programmes
* Manging the IH project officer
* Manage the project IH budget

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* 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 the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

**Team structure**

For the current structure please go to The Loop.

*When advertising externally please add the current team structure here and remove the sentence above.*

**Person Specification**

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| **Job Title: Integration Hub Lead** | **Grade: PO5** |
| **Section: South London Partnership** | **Directorate: Chief Executive** |
| **Responsible to following manager: Polly Persechino** | **Responsible for following staff: Integration**  |
| **Post Number/s:** | **Last review date:**  |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Good understanding of skills and employment landscape across south London, with an ability to identify opportunities for collaborative approaches. | A/I |
| Knowledge of key stakeholders in training and employment nationally, locally and regionally | A/I |
| Knowledge and understanding of understanding of the key local, regional and national; policies/strategies impacting on skill and employment | A/I |
| Good knowledge of techniques for planning, monitoring and controlling programmes and projects, including risk and issue management | A/I |
| **Experience**  |
| Experience of planning, designing and evaluating programmes and significant experience of implementing and delivering projects | A/I |
| Experience of managing, mitigating and resolving risks associated to programme objective including outputs, budgets and staff | A/I |
| Experience in setting and reviewing budgets and managing costs |  |
| Experience of negotiating and influencing stakeholders and partners to achieve strategic and deliverable project objectives  | A/I |
| Experience in a management position demonstrating initiative, self-motivation and strong management practice in driving good outcomes and continuous improvement  | A/I |
| Experience of identifying and attracting external funding sources  | A/I |
| Experience of identifying and working with  |  |
| Experience of information and financial management including the collection, analysis, interpretation, evaluation and presentation of complex information and data  | A/I |
| **Skills**  |
| Strong leadership and influencing and negotiating skills, with the ability to bring order to complex situations and find innovative ways of solving or pre-empting problems | A/I |
| Proven ability to lead large scale engagement programmes featuring a diverse range of stakeholders from different disciplines and with differing viewpoints and objectives | A/I |
| Exceptional interpersonal and relationship management skills, able to achieve outcomes through collaboration and the ability to develop strong partnerships across south London | A/I |
| Highly developed people management & leadership skills, including effective time management, prioritising and delegation | A/I |
| Excellent written and verbal communication skills, in a wide variety of contexts and at different levels, to manage stakeholder relationships | A/I |
| Able to and communicate to a broad audience of people  | A/I |
| A proactive outlook with an ability to prioritise and schedule effectively to manage a dynamic workload and meet internal and external deadlines to balance competing priorities | A/I |
| Ability to think strategically and act pragmatically; able to produce plans and deliver results without losing sight of the strategic context | A/I |
| Self-starter with high degree of initiative, urgency, and follow through. | A/I |
| Ability to collate, analyse and interpret data from a range of sources and think and plan strategically, analysing complex information to effectively monitor and evaluate impact, responding quickly to changes in demand  | A/I |
| Creative thinking and problem solving including the ability to improve services, develop new ways of working, and find appropriate solutions to complex issues | A/I |
| **Qualifications**  |
| Educated to degree level or equivalent relevant professional qualification or experience which demonstrates the ability manage projects, people and multi-stakeholder partnerships | A/C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C – Certificate**

**Additional Information**

**South London Partnership**

The South London Partnership (SLP) is a cross-party five borough sub-regional partnership of Croydon, Kingston upon Thames, Merton, Richmond upon Thames and Sutton plus Wandsworth for the purposes of health and care.

The SLP team is made up of a small dynamic core team working closely with politicians, chief executives, senior managers and subject specialists in each of the five boroughs, as well as London and local stakeholders and partners. Together they have forged an ambitious programme of work that is securing greater sub-regional collaboration and traction on areas including health, skills and employment, economy and innovation.

The SLP boroughs collaborate sub-regionally on things where they can secure more together than individually. The SLP team focuses on areas where collaboration leads to increased influence, increased powers and funding and better delivery of the services our residents need.

SLP is hosted by Richmond Council. The post holder will therefore be employed by the Richmond and Wandsworth Shared Staffing Arrangement [SSA]. The team is usually based at the Richmond Civic Centre in Twickenham, but all team members can and are expected to work in other SLP borough offices when that makes sense to build working relationships and make most effective use of their time.