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

**Job Description**

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|  **Job Title:** Operational Lead – South London Careers Hub Health and Care Work Experience project | **Grade**: PO4£43,434 -£51,099 |
| **Section: South London Partnership** | **Directorate:** Chief Executive |
| **Responsible to following manager:**Strategic Lead – South London Careers Hub | **Responsible for following staff:**South London Careers Hub Health and Care Work Experience project staff |
| **Post Number/s:**1 | **Last review date:** 12th February 2024 |

**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.

**Job Purpose**

Operating across the five boroughs of Croydon, Sutton, Merton, Kingston and Richmond, the South London Partnership delivers the Mayor’s Career Hub Project which has been set up to improve links between employers and schools and colleges, to create powerful, lasting connections.

As part of the ICP priorities fund the South London Partnership have been awarded funding to deliver a health and care work experience project which will support 100 work experience opportunities for secondary school students within South London.

The South London Careers Hub are looking for an Operational Lead for their Health and Care Work Experience project. The Operational Lead will take responsibility for the delivery of the health and care work experience project, identifying innovative ways of engaging with employers and business volunteers, working with external and internal stakeholders, organising events and marketing and promoting the project and meeting the project delivery targets.

The operational lead will lead, develop, and monitor the health and care work experience project, ensuring high levels of participant outcomes. This includes associated operational administration, curriculum development, quality management and enhancement with vocational profiling where appropriate.

The operational lead will employer engagement to facilitate high quality, meaningful work experience placements, work closely with Enterprise Coordinators to match schools and students to these placements, build a portfolio of resources for employers and young people to showcase careers within the health and care sector and ensure that pathways into employment and further training are matched to young people wanting to progress in the sector.

**Specific Duties and Responsibilities**

* Lead and manage a team of Engagement and Project support officers and volunteers to provide a high quality health and care work experience project, that aligns with the South London Partnership boroughs economic and skills priorities, ensures improved career outcomes
* Ensure service delivery is consistently of a high quality, aligns to the project objective and achieves the outcomes within the health and care work experience project plan
* Work closely with the Strategic Hub Lead and cross sector stakeholders within the careers space to drive collaboration and ensure delivery of the Careers Hub Health and Care work experience project and achieve the Grant Funding Agreement.

The main responsibilities include:

* Lead, manage and develop a high performing team of Engagement and Project Support Officers to deliver the outcomes for the Health and care work experience project as outlined in the project delivery plan and the Grant Funding Agreement.
* Monitor the performance of the team of Engagement ad Project Support officers to ensure that a high quality service is delivered on the project
* Ensure that individual schools and colleges are aware of the work experience project and that suitable students are matched with meaningful work experience opportunities..

Working with employers to find meaningful work experience opportunities to help ensure SWL young Londoners have access to meaningful work experience placements within the health and care sector.

* Work closely with Enterprise Coordinators, , Enterprise Advisers and internal stakeholders to ensure a consistent and regular process for collating project performance data within the project reporting framework and reviewing performance against the project KPIs.
* Analyse and review performance of all project key performance indicators to identify barriers and gaps in performance and risk to project delivery. Work closely with the Strategic Lead for the Hub to develop and provide targeted support to address gaps and remove barriers to service delivery and improve careers provision around the health and care sector for all young people.
* Work closely with the Strategic Lead to embed robust systems and processes for contract management, financial and risk management and tracking and reporting on key deliverables to ensure the hub budget and Grant Funding Agreement reporting requirements are achieved.
* Coordinate agreed activities and events for the promotion of the health and care work experience project across the region
* Liaise closely with delivery partners such as training providers, referral partners, secondary schools and colleges and other stakeholders, and attend meetings when required to update progress and share information
* Work closely with the Strategic Lead for the Hub to foster and embed a process of continuous improvement and quality assurance with all stakeholders and establish the careers hub health and care work experience project as a beacon of best practice.
* Build and promote a vibrant and diverse ‘community of practice’ to facilitate peer to peer learning, collaboration, and the scaling of what works to enhance the impact of the Careers Hub health and care work experience project, to schools and colleges directly involved in the Hub and across the wider internal and external stakeholder network
* Direct and manage the recruitment, development, and retention of health and care employers to support the delivery of the Careers Hub health and care work experience project and Grant Funding Agreement. Ensuring on-going, regular and relevant support is provided
* Coordinate and work closely with other grant recipients across the region, to ensure that delivery is targeted to support those schools and colleges that are most in need of support and will have the most impact for young people.
* Build relationships and collaborate with providers and projects in the local area to align national and local provision to enhance careers outcomes for young people.
* Develop strong partnership working across the area, with key internal and external stakeholders to to enhance impact and remove barriers to system change.
* Ensure that processes are in place and managed to support research and evaluation projects that evidence the impact of the Career hub health and care work experience project.er Hub.

**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 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**

**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across the SSA 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.

**Team structure**

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

**Person Specification**

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| **Section: South London Partnership** | **Directorate:** Chief Executive |
| **Responsible to: Strategic Lead – South London Careers Hub** | **Responsible for:** Operational Lead – South London Careers Hub Health and Care Work Experience project staff |
| **Post Number/s: 1** | **Last Review Date: 12th February 2024** |

**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** | **Essential** | **Desirable** | **Assessed** |
| Demonstrates an understanding of local skills and economic priorities and the issues facing young people in accessing employment. | **Yes** |  | **A,I** |
| Knowledge of strategic priorities for the GLA, SLP, boroughs, regeneration plans, recovery plans and sector deals local labour markets demographics | **Yes** |  | **A,I** |
|  |  |  |  |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Demonstrable experience of managing people and driving performance to achieve ambitious targets | **Yes** |  | **A,I** |
| Experience of performance management, objective setting, aligned to organisation goals and proactively addressing under performance and coaching for improvement. | **Yes** |  | **A,I** |
| Demonstrable experience of engaging and building relationships with stakeholders from education, the careers sector and business. |  | **Yes** | **A,I** |
| A track record for working collaboratively with a variety of stakeholders to achieve a common goal or purpose. | **Yes** |  | **A,I** |
| Able to influence a variety of stakeholders to support a common goal. | **Yes** |  | **A,I** |
| A track record of delivering programmes or projects with multiple stakeholders on time and to budget. | **Yes** |  | **A,I** |
| Experience of working with volunteers and of volunteer management. |  | **Yes** | **A** |
| Shows a strong understanding of the careers landscape and wider economic, political and social drivers of business for engaging with and supporting schools, colleges and young people. | **Yes** |  | **A,I** |
| A track record and understanding of contract management and grant funding and fiscal and risk management associated with these. | **Yes** |  | **A,I** |
| Evidence of effective process design, development and implementation including quality assurance and standardisation of operating procedures and practices. | **Yes** |  | **A,I** |
| Experience of managing a multidiscipline field-based team working with multiple stakeholders to drive performance and achieve ambitious targets. | **Yes** |  | **A,I** |
| Experience of working with schools and college leaders and understands the constraints and barriers to service delivery in schools. | **Yes** |  | **A,I** |
| Track record of operational management of grant funded programmes within the education, careers or third sector. | **Yes** |  | **A,I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Strong people management skills able to set clear objectives, build accountability and inspire and lead a team to achieve results. | **Yes** |  | A,I |
| Motivational and able to influence others to drive performance | **Yes** |  | A,I |
| Strong relationship management skills able to engage, influence and drive collaboration with a variety of stakeholders to achieve results. | **Yes** |  | A,I |
| Articulate and confident public speaker and effective communicator. | **Yes** |  | A,I |
| Proficient contract manager, fiscally competent and able to manage and mitigate risk. | **Yes** |  | **A,I** |
| Highly organised, well developed time management skills with effective priority setting. | **Yes** |  | **A,I** |
| Proactively address problems and work collaboratively to develop effective solutions to achieve results. | **Yes** |  | **A,I** |
| Able to work under pressure, is resilient and remains calm and focussed. | **Yes** |  | **A,I** |
| Competent at systems and process design and implementation to achieve consistency of practice. | **Yes** |  | **A,I** |
| Confident at data analysis and able to use data and evidence to influence and drive new ways of working, drive change and manage performance. | **Yes** |  | **A,I** |
| Competent user of mainstream IT software, web-based technology and social media. | **Yes** |  | **A,I** |
| Strong coaching skills. |  | **Yes** | **A** |
| Track record of Account Management in a commercial environment |  | **Yes** | **A** |
| Demonstrable capabilities in evidencing performance to show compliance with grant funding or contracting context. | **Yes** |  | **A,I** |
| Takes responsibility for own decisions and learns and adapts based on experience. | **Yes** |  | **A,I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Educated to degree level or equivalent relevant professional qualification or experience |  | **Yes** | **A** |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**