

**ROYAL BOROUGH OF GREENWICH
JOB DESCRIPTION**

DEPARTMENT:	Place and Growth
DIVISION:	Economy and Skills
SECTION:	GLLaB
DESIGNATION:	Principal Programme Team Leader
GRADE:	PO4
POST NO.:	
REPORTS TO:	Employment Programmes Manager

Purpose of Job

Responsible for coordinating and delivering GLLaB information advice and guidance (IAG) as well as providing line management to a team of Employment specialists. Providing duty management cover and responsible for day-to-day operational management the of GLLaB frontline services. Responsible for supporting the Employment Specialist’s employer engagement activity including modelling best practise and coaching staff ensuring their alignment with supported employment principles.

Summary of main duties and responsibilities

1. Responsible for line management of up to 10 Employment Specialists and team leadership on GLLaB’s externally funded programmes and corporate initiatives. Including providing supervision, training, caseload management and role modelling of the IPS model/SEQF model (depending on role) Connect to Work Programme. And to provide clear direction and information to Employment Specialists to enable them to maximise positive outcomes for participants.
2. Ensure that the SEQF standards and best practises are implemented in all aspects of service delivery, the CRM is maintained in line with the guidelines, audit and fidelity requirements and standards.
3. Undertake and equip Employment Specialists to carry out informed employer engagement activity to identify and target employers in key priority sectors. Engagement activities to include patch walks, remote business engagement and employer events.
4. Ensure Employment Specialists are supported to provide a responsive and effective quality Information, Advice and Guidance to support people into work, maintaining manageable caseloads (for example, 25 clients for IPS and 20 clients for SEQF) and spend at least 65% of their time in the community engaging with Employers and Participants, including caseload management, effective triage, and identification of barriers to work, employability support, referral to training and other interventions and services, as appropriate.

5. Ensure quality delivery of one-to-one and group employability sessions and job search support on site, at community venues and remotely. Activities will include support for updating CVs, completing applications forms and preparing customers for interview.
6. Conducting and recording PDCs with team members, carrying out regular 1-2-1 supervisory sessions, caseload reviews, weekly client-based group supervision for the whole team and the development and review of work plans and targets. Where appropriate carry out the performance management of individuals, to ensure GLLaB achieves all quality and financial measures. Supporting the design and delivery of in-house training and development (including facilitating peer learning and best practise).
7. To identify and manage areas of underperformance supportively but rigorously, working with HR to progress persistent under performance through the capability process. Ensure consistently high performance across all externally funding programmes and services, taking mitigating actions to address underperformance as required, including the preparation and execution of Performance and Quality Improvement Plans
8. Responsible to lead the team to ensure Employment Specialists spend enough time in face-to-face meetings with employers to find the right job match. Guide, mentor and coach the team to deliver on employment engagements/job development strategies.
9. Undertake and ensure Employment Specialists carry out and record relevant health and safety and employment checks, DBS statements, public liability insurance and agreements with host employers. Carry out regular reviews to ensure these remain up to date and in line with legislation and secure signed service level agreements for serviced accounts.
10. Responsible for caseload review and reviewing participants progress to ensure that the support is tailored to their specific needs, based on the SEQF framework of individual empowerment, inclusion and long-term success. Creating a culture of continuous improvement and including IPS client in co-production of service developments where possible.
11. Responsible for developing and maintaining referral networks and obtaining up-to-date information on a wide range of services offered by complementary specialist partnership organisations to support the removal of barriers to employment.
12. Responsible for outreach and external partnership delivery and working with community and voluntary sector groups in target areas to publicise and encourage take up of GLLaB's services by priority and under-represented groups. Support Employment Specialists to work in close collaboration and co-locate with partner teams, ensuring integrated support for participants.

13. Assisting with the investigation of participants complaints and with dealing with Member enquiries.
14. Support the aims and objectives of GLLaB to ensure that service delivery, systems, procedures, and documentation used are in line with GLLaB's contractual obligations and Quality Assurance Frameworks E.g. Customer Service Excellence, Matrix and Corporate standards
15. Responsible for working within designated project teams and undertaking additional duties in line with designated roles as requested.
16. Responsible for providing cover for Employment Specialists when needed, including the willingness to hold a small caseload if needed. Responsible for being out in the field with new Employment Specialists during their induction periods including sessions with health partners and employers. Rota cover/duty cover for evening and Saturday follow-up sessions as required to provide employment and skills advice at weekend community events.
17. To represent GLLaB at all external meeting and events where required and ensure the relevant managers and team members are kept informed of any issues and action associated with your designated area of work.
18. In carrying out the duties of the post have due regard to the provisions of the Health and Safety at Work Legislation and adhere to relevant Council Policies and Procedures.
19. To undertake any other work appropriate to the level and general nature of the post's duties.
20. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
21. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
22. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
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24. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
25. This post requires an Enhanced DBS with Barred List check and will be supported by Safer Recruitment tools.
26. To undertake supervision/management of staff as and when required.
27. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.