

## Person Specification

<b>DEPARTMENT:</b>	Regeneration, Enterprise & Skills
<b>DIVISION:</b>	Business, Employment & Skills
<b>SECTION:</b>	GLLaB
<b>DESIGNATION:</b>	Programme Team Leader
<b>GRADE:</b>	PO3
<b>POST NO.:</b>	
<b>REPORTS TO:</b>	Job Brokerage Manager

Criteria	Method of Assessment	Short listing Criteria
	AF= application form T = test P = presentation I = interview	Indicate as appropriate *
<b>Qualifications and Experience</b>		
Proven experience in supervising and leading a team of front-line staff to achieve KPIs and adhere to compliance and customer service standards	AF / I	Y
Experience of working with a range of employers across several industry sectors with experience of securing job vacancies, paid and unpaid work placements and apprenticeships opportunities	AF / I	Y
Experience of coordinating and setting up recruitment events and open days, along with the design and development of marketing materials	AF / I	
Extensive experience of delivering account managed services for employers and achieving local business and employment outcomes	AF / I	Y
Extensive experience of supporting delivery of front-line advisory and support services to members of the public and a range of job seekers in a recruitment, training or employment organisation	AF / I	Y
Proven experience of working in partnership with a range of agencies, organisations and stakeholders to build partnerships that increase the employment and skills levels of local people	AF / I	
Ability to manage own workload and priorities, including effective caseload management of a range of customers, and be	AF / I	Y

able to support team members in this area		
A minimum of NVQ Level 3 in advice and guidance, job brokerage or training related area or a willingness to work towards	AF	
<b>Knowledge, Skills and Abilities</b>		
Knowledge of issues, priorities and context for employer engagement in the Borough	AF / I	
Highly developed verbal and written communications skills with the ability to represent GLLaB at external events, meetings and deliver presentations	AF / I	Y
Good operational knowledge off MS Office and ability to use its applications in the context of this role	AF / I	
<b>Equal Opportunities / Health and Safety</b>		
A commitment to the Council's Equal Opportunities Policy	AF / I	