

**ROYAL BOROUGH OF GREENWICH
JOB DESCRIPTION**

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

Purpose of Job

Responsible for coordinating and delivering GLLaB delivery of the Job Brokerage Service and line management of the IAG delivery team and support staff. Providing duty management cover and responsible for day to day operational management the of GLLaB frontline services. Responsible for all aspects of employer engagement, coordinating approaches to key employers; delivering key employment projects as part of the universal offer for residents.

Summary of main duties and responsibilities

1. Responsible for line management of up to five members of staff and team leadership on multiple projects. To provide clear direction and information to team members to enable them to maximise income and outputs across projects, including on externally funded programmes.
2. To keep up to date with labour market trends and actively carry out Employer engagement activity to identify job and placement opportunities for GLLaB customers and the council's key performance indicators for regeneration sites and apprenticeships.
3. Undertake and equip team members to carry out informed employer engagement activity to identify target employers in key priority sectors. Engagement activities to include patch walks and remote business engagement and employer events.
4. Work with employers to source and negotiate adjustments to roles to provide greater access to disadvantaged customer groups e.g. promoting job sharing /part time working, and reasonable adjustments for those with disabilities to access and sustain in employment, promoting where appropriate employer support schemes such as the Disability confident scheme.
5. Ensure team members are supported to provide a responsive and effective quality Information, Advice and Guidance to support people into work, including caseload management and tracking, effective triage, and

identification of barriers to work, employability support, referral to training and other interventions and services, as appropriate.

6. Ensure quality delivery of one-to-one and group employability sessions and job search support on site, community venues and remotely. Activities will include support updating CVs, completing applications forms and preparing customers for interview.
7. Conducting and recording PRADs with team members, carrying out regular 1-2-1 supervisory sessions, 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
8. 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.
9. Responsible for overseeing and carrying out day to day job brokerage and matching services, providing a professional response to all vacancies and matching job ready customers appropriately by maximising the number of job vacancies, apprenticeships and placement opportunities identified.
10. Provide an initial point of contact and maintain an account-managed service for several key employers. Ensure repeat business by providing an excellent service
11. Undertake and ensure team members 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.
12. Ensure vacancy information is captured on the internal CRM system and communicated to delivery teams promptly through email, team meetings and bulletins: to capture data and monitor outcomes and impact achieved because of the service provided.
13. Responsible for caseload reviews, management of customer file checks, and reviewing customer progress against agreed action plans, realistic job goals and ensuring manual and computerised records are maintained in line with programme and audit requirements.

14. 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.
15. 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.
16. Contribute to the design and implementation of customised training, linked to employer vacancies and to support customers into sustainable employment.
17. Coordinate the set-up of recruitment open days and pre-screening events and support host employers with short-listing and interviewing of participants.
18. Assisting with the investigation of customer complaints and with dealing with Member enquiries.
19. 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
20. Responsible for working within designated project teams and undertaking additional duties in line with designated roles as requested.
21. 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
22. Ensure always that work undertaken actively promotes the Councils Equal Opportunities, Customer Care and Environment policies in relation to service delivery and personnel practice as defined in the Staff Handbook.
23. 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
24. Responsible for providing rota cover/duty cover for evening and Saturday follow-up sessions and required on a rota basis to provide employment and skills advice at weekend community events.