

Person Specification



Job Title	Principal Programme Team Leader
Grade	PO4
Service/Section	Economy and Skills/ GLLaB
Directorate	Place and Growth

Criteria	Essential/ Desirable
Knowledge	
<p>Knowledge of the Individual Placement Support (IPS) and/or Supported Employment Quality Framework (SEQF) models, including core principles, practical application and Fidelity scales.</p> <p>Where appropriate, carry out the performance management of individuals, to ensure all quality, performance and financial measures are achieved. Supporting the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).</p> <p>Strong organisational and time management skills, to effectively manage own workload, prioritise work, handle complex caseloads, and be able and willing to hold a small caseload and to support team members in this area. Good IT proficiency, experience using Microsoft Office applications and familiarity with CRM systems for tracking and accurate data management capabilities.</p>	<p>E</p> <p>D</p> <p>E</p>
Skills and Abilities	
<p>Ability to manage a team of Employment Specialists / Employment Advisers, providing clear directions and supervision to ensure they provide responsive and effective Information, Advice and Guidance to support people into good jobs and achieve programme outcomes.</p> <p>Support the team of employment specialists to effectively triage participants, manage and maintain caseloads, identify barriers to work and interventions and services, as appropriate.</p> <p>Ability to role model IPS/SEQF practices and integrate them into team operations to ensure a holistic, consistent and high-quality delivery to participants, conducting and recording regular 1-2-1 supervisory sessions, weekly client-based group supervision for the whole team, development and review of work plans and targets, ensuring manageable caseloads and sufficient time in the community engaging with employers and participants.</p>	<p>E</p> <p>D</p> <p>E</p> <p>D</p>

<p>Highly developed verbal and written communications skills with the ability to represent GLLaB at external events, meetings and deliver presentations.</p>	
<p>Experience</p>	
<p>Proven experience in supervising and leading front-line advisory teams to deliver support services to a range of job seekers in a recruitment, training or employment organisation, and to achieve programme KPIs, compliance measures and customer service standards.</p>	<p>E</p>
<p>Experience of supporting Employment Specialists / officers, to carry out informed employer engagement activity, to identify and target employers in key priority sectors. Engagement activities may include patch walks, remote business engagement and employer events.</p>	<p>D</p>
<p>Proven experience of working collaboratively with a range of agencies, organisations and stakeholders to build partnerships that increase the employment and skills levels of residents, through collaboration with multidisciplinary teams, health professionals, employers, and community organisations</p>	<p>E</p>
<p>Equal Opportunities</p>	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p>	<p>D</p>
<p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>D</p>