Job Description

RCS
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

CONNECT TO WORK OPERATIONS MANAGER

Band: .....Band 5.1 to 5.8

Salary: .....£33,797.02 rising incrementally to £38,822.15

Contract: .....Permanent

Hours of work: .....Full time, 37 hours a week

Working Location: .....Wrexham / Flintshire

Resports to: .....Head of Contracts and Performance

Responsible for: .....Connect to Work Team Leader/s

Background

Connect to Work is a new UK government programme aimed at helping people overcome barriers to employment, particularly those with disabilities, health conditions and complex needs. The programme is based on a supported employment model, taking a 'place, train and maintain' approach, which is shown to be the most effective way of supporting people into work. Our team will be working with individuals to connect them with roles and employers that meet their aspirations and support needs.

Job Purpose

The Connect to Work Operations Manager will oversee delivery of a high-quality supported employment service that achieves positive outcomes for Participants, meets fidelity standards and meets/exceeds performance targets. You will be responsible for overseeing service delivery, working closely with colleagues and developing positive working relationships with external stakeholders including employers. You will be the first point of contact for DWP and the commissioning Authorities.

Key Responsibilities

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- Providing management oversight for the service, ensuring it is delivered in line with supported employment principles, that it is meeting fidelity standards and meeting/ exceeding performance targets.
- Be the main point of contact for the service with DWP and the Authority, attending scheduled review meetings, clarifying contract requirements, collaborating on shared activities (e.g. employer engagement) and collating/submitting all service reports as required.
- Regularly review service data and trends to identify any variances in profile (e.g. over- or under-performance) and work proactively with colleagues to address any emerging issues in a timely way.
- Provide line management support and motivational leadership for the Team Leader/s, ensuring they have the day-to-day operational support, resources and training required to deliver a consistently high-quality service.
- Conduct service assessments and action-planning reviews to ensure compliance with the UK IPS fidelity and SEQF (Supported Employment Quality Framework) standards, working collaboratively with colleagues to address areas for improvement.
- Support RCS's Communication and Engagement Manager with the delivery of marketing and promotional activities, by creating case studies, presenting at events and creating social media posts.
- Take a proactive approach to service improvement, using data, audits, participant feedback and in-house service reviews to identify what is working well and where improvements are needed, working with team members to develop and implement action plans.
- Make positive links with other Connect to Work/Supported Employment programmes and networks to share best practice.
- Build a culture of learning, development and growth, building the knowledge and skills of the delivery team through encouraging and facilitating continual professional development opportunities.
- Engage with all training and development activities as required to ensure continuous professional development.
- Work within appropriate quality management systems to ensure a consistent and quality service for clients.
- Ensure the team are up-to-date with safeguarding training and protocols and supporting team members to raise issues as required.
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with participant and employer information.
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting.
- Any other duties required as commensurate with the role.

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Person Specification

Essential

- Good standard of educational achievement.
- At least 3 years' experience of project management/coordination.
- At least 2 years' experience of stakeholder engagement/partnership working.
- Working with reporting, performance management and quality management systems.
- Experience of working with people with barriers to employment.
- Comprehensive working knowledge of the employment and skills landscape.
- Good level of digital literacy.
- Excellent communication and interpersonal skills at all levels.
- Creative, flexible, innovative and collaborative in approach.
- Able to work independently and use own initiative.
- Good time management skills, works well under pressure.
- Maintain effective and organised administration systems.
- Empathetic, non-judgemental and trustworthy.
- Passion and drive to make a positive difference to people's lives.
- Positive mindset and motivational to others.
- Resilient and tenacious in the face of setbacks and challenges.
- Conscientious and reliable.
- Commitment to learning and willingness to engage in opportunities for continuous professional development.
- A clear understanding and commitment to equality issues and challenging discriminatory practices.
- Flexibility to travel widely within North Wales as required.

Desirable

- Working within mental health / learning disability support.
- Good understanding of the principles and practice of supported employment.
- Spoken and/or written Welsh.

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Required employment checks

- Right to live and work in UK
- Two professional references

RCS is committed to creating an inclusive environment where everyone can thrive. We value diversity and welcome applicants from all backgrounds. Please tell us if you need any reasonable adjustments at any stage of the recruitment process so we can support you to perform at your best.