

CTP FUTURE HORIZONS MANAGER **JOB DESCRIPTION**

Based at: UK wide remit - extensive travel across the UK

Reporting to: Head of Employment

Role: Within the CTP construct, lead, manage and effectively deliver a UK wide employment support service which will provide support to:

- Early Service Leavers resettling under the CTP Future Horizons Programme.
- Referred CTP “At Risk” Core Resettlement Programme (CRP) – including Medical Dischargees.
- Referred CTP “At Risk” Employment Support (ESP) clients.

The CTP Future Horizons Manager will ensure that all individuals referred receive quality employment support and access to appropriate interventions in the area where they settle, in order that they achieve sustainable employment.

Key Performance Indicators: The CTP Future Horizons Manager will work effectively to a defined set of employment related KPIs as defined by the Head of Employment:

Compliance: The CTP Future Horizons Manager is expected to comply with all CTP and RFEA Data Protection Procedures, Work Instructions and CTP Future Horizons Client Case Management Policies (CCMP).

Principal Responsibilities:

- Lead, develop and operationally manage the provision of case-working employment support provided to referred clients by the team of Employment Advisors (EAs) - both Transition and Community.
- Manage and own the CTP ESL and “At Risk” CCMP, ensuring all EAs adhere to it.
- Line management of all CTP Future Horizons EAs.
- Ensure the CTP Future Horizons model maximizes the delivery of positive outcomes within 6 months post discharge for those referred.
- Build and maintain appropriate tracking measures to ensure sustained engagement by ESLs and referred CTP “At Risk” SLs under CTP Future Horizons, particularly post discharge and as defined by the CCMP.
- Develop, sustain and manage the relationship with all CTP Future Horizons Consortium stakeholders to ensure continued cohesion and access to appropriate interventions for ESLs and CTP “At Risk” SLs.

- Owner of relationships with Tri-Service Training Establishments, in particular:
 - AFC Harrogate
 - ITC Catterick
 - ATC Pirbright
 - CTCRM Lympstone
 - HMS Raleigh
 - RAF Halton
- Work closely, co-ordinate CTP Future Horizons activity and liaise with the:
 - CTP Regional Resettlement Centre Managers (RRC).
 - Employer Engagement Manager (EEM).
 - CTP Assist Manager.
 - Central Support Team (CST) Manager.
 - RFEA Veterans Manager.
 - CTP data analyst
- Responsible for all reporting and Quality Assurance (QA) on ESLs and referred CTP “At Risk” SLs - recording and reporting against agreed Performance Indicators (PIs).
- Act as the CTP SME on ESL and relevant sections of JSP 534 policy.
- Provide pro-active advice to both MoD and CTP to ensure ESL and CTP “At Risk” employment support is based on best practice.
- Work directly with the Employer Engagement Manager (EEM) to develop the employer engagement strategy, ensuring that suitable employment and other vocational opportunities are generated to meet the needs of ESLs and referred CTP “At Risk” SL.
- Ensure all key ESL employment and vocational opportunities sourced are fed into the EEM, thus ensuring a joined up and integrated CTP employer approach.
- Within the CTP construct, market CTP Future Horizons to external organisations, employers, training providers and educational establishments to obtain further offers of suitable employment, training and placements on a UK wide basis.
- When required, deliver CTP Future Horizons media and communications plan in conjunction with CTP and Future Horizons Consortium members.
- When required, conduct other CTP and RFEA tasks and requests as directed by the Head of Employment.

PERSON SPECIFICATION

Essential Competencies

- Ability to lead and manage a diverse team spread across the UK, working with a complex client cohort in a complex and uncertain operating environment.
- Proven ability to deliver proven outcomes in accordance with demanding performance targets.
- Proven ability to deliver outcome focussed employment programmes in a demanding environment.
- Be able to operate effectively with others and influence their behaviours.

- Ability to exercise appropriate judgement and manage and mitigate risk.
- Be capable of dealing with the rigours and issues created by working with ESLs and those identified as “At Risk”.
- Ability to communicate confidently with managers and officials in the private and public sectors of employment
- Strong organisational and administrative skills and experience of working in a multi-disciplinary team.
- Ability to initiate and manage high-level and influential external relationships.
- Driving licence and exclusive use of a car

Desirable Competencies

- Educated to degree level or equivalent.
- Empathy with and a good understanding of Armed Forces personnel and the challenges they face in finding appropriate and sustainable employment.
- Knowledge of the welfare to work environment
- Knowledge of the recruitment industry and marketing.

Security Clearance

- Successful candidates will be required to undertake Ministry of Defence (MOD) security clearance which requires applicants to have been resident in the UK for over 5 years. Successful candidates will also be the subject of an Enhanced Disclosure & Barring Service (EDBS) check.