

**Employability Team Manager**

Reporting To Director of Operations (Service Delivery)

Job Type Full time, permanent

Location Home and Field Based, with extensive travel

Salary £34,000 per annum, £35,000 if Career Development & Guidance (IAG) Level 6 qualified, plus benefits

Hours Monday to Friday - 37.5 hours per week

**Company Information**

The Poppy Factory is an independent charity which was founded in 1922 with the object of providing paid employment opportunities for disabled ex-Servicemen and women. True to our heritage the organisation now delivers an Individual Placement and Support (IPS) employment service for veterans, in the community, throughout England and Wales.

The IPS Service works with veterans with a diverse range of disabilities and health conditions, including a large proportion with Mental Health conditions, supporting them back into work and enabling them to retain employment.

The Team Managers each have line management responsibility for a designated team of employability staff, enabling individuals to perform to their best in order to deliver good results for clients. This includes ensuring paid staff and volunteers provide service excellence with a focus on stakeholder requirements.

The Team Managers will support the Head of Employability Services in activities to support the continued development and improvement of the service.

The Team Managers will work closely with referrers, local Mental Health services, employers and others in the charity/voluntary sector. Whilst the charity continues to provide paid employment through its Factory for disabled ex-Servicemen and women, it also facilitates paid and meaningful employment opportunities for wounded, injured and sick (WIS) ex-Servicemen and women throughout England and Wales, via its community based employability service. We can also provide assistance in Northern Ireland.

This is an excellent opportunity to join The Poppy Factory at an exciting period of expansion in its activities supporting veterans. We hope you are inspired to join us in our important and exciting work to create a world in which every workplace values disabled veterans.

**Purpose of the Role**

* To lead and manage a highly aspirational team of field based Employability staff delivering an Individual Placement and Support (IPS) service for veterans in England and Wales.
* To coach and motivate Employability staff to deliver the best possible results for clients, employers and organisations that refer clients to the service.
* To lead on quality, monitoring and evaluation processes within the Employability Service.
* To work collaboratively with the Head of Employability Services and other colleagues across a range of departments, including Fundraising, Marketing and Finance, to ensure service quality and strong governance.
* To support a small caseload of clients into sustainable employment.
* To provide cover for the Head of Employability Services or another Team Manager as needed.

**Principal Responsibilities**

* To provide line management to a designated team of Employability staff ensuring effective delivery of the service to clients; setting and monitoring of performance to meet objectives and targets, identifying concerns and undertaking constructive action to address performance, where necessary in consultation with the Head of Employability Services.
* In accordance with The Poppy Factory procedures, participate in recruitment and induction activities for new staff, and undertake regular 121 meetings and annual appraisals with direct reports.
* Ensure the accurate and timely input of data onto the client database and that client files are kept and maintained to a high standard, both for self and in relation to direct reports.
* Establish monitoring and evaluation procedures in conjunction with the Head of Employability Services, and produce and analyse management information reports.
* Undertake a programme of regular case review meetings with Employability staff to share best practice and provide ongoing learning and development opportunities to move cases forward.
* Where required deal directly with difficult client situations where other Employability staff require support.
* Undertake timely and effective liaison with other agencies and ‘Partner’ organisations as appropriate.
* To assist the Head of Employability Services to continue to develop and improve the IPS service. This might for example involve research, making recommendations, testing ideas, policy and procedure development and project co-ordination.
* Where appropriate, lead on specific initiatives, working closely with the appropriate colleagues in a timely and collaborative manner to ensure objectives are achieved and progress communicated.
* Manage a small caseload of clients with health barriers to employment, adhering to the IPS model.
* Undertake any other duties as needed taking account of changes in operational needs and also taking account of the scope and remit of the role.

Please note this list is not exhaustive and will evolve with the role and the growth of the employability service.

**Person Specification**

***Essential Skills & Qualities:***

Qualifications

* Good standard of general education to minimum A level or equivalent
* Diploma in Career Guidance & Development Level 6 or equivalent, or be able to demonstrate active working and effort towards attaining the qualification

Experience

* Experience within employment service delivery for people with a range of disabilities, including mental health conditions.
* Experience of working to the IPS supported employment model or similar.

Knowledge and Skills

* Demonstrate the ability to show empathy with client challenges; be sensitive to complex issues and take a non-judgmental approach.
* Strong interpersonal and communication skills, including excellent writing ability.
* Strong organisational and time management skills, including the ability to manage a high volume workload and conflicting priorities effectively, with limited supervision
* Able to work independently, accept responsibility and exercise sound judgement in decision-making.
* Demonstrate effective people skills with the ability to engage and motivate staff and volunteers and a genuine desire to support and develop team members
* Possess good IT skills (MS Office)
* Demonstrate understanding of coaching approaches and motivational interviewing
* Demonstrates line management ability
* Comfortable with management processes; assessing performance; giving constructive feedback and taking remedial action to improve performance
* Able to adapt management style to meet individual needs while maintaining consistent standards.
* Evidence knowledge and experience of key legislation as it relates to this type of service and role (e.g. Data Protection, Equality Act 2010).
* Have a sound knowledge of health and safety issues and safeguarding procedures to ensure a safe environment is provided for staff, volunteers, clients and supporters.
* Have a good level of risk awareness generally.

Attributes

* Demonstrates a high standard of professional conduct; credible in interactions with colleagues in the Employability Service, colleagues in other teams and external organisations.
* Acts as a role model and challenges conduct not in accordance with The Poppy Factory values.
* Sets high standards for self and others
* Flexible and willing to travel to various locations for business purposes.
* Be a strong team player with the ability to engage with and motivate others.
* Possess a high level of personal resilience and adaptability to change, with the ability to deal effectively with potentially stressful or pressured situations.
* Show commitment to The Poppy Factory’s Values including equality and social inclusion.

***Desirable Skills & Qualities:***

* Experience of working with clients who are ex-military
* Experience of the military charity sector
* Staff management experience
* Experience of delivering training

**Special Requirements**

The post involves extensive travel. It is a requirement of employment that the post-holder must possess a full driving licence and their own (or access to a) car suitable for business use.

The post requires an enhanced disclosure (DBS) check.

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification as set out above, and submit via the online application process. You may address your covering letter to Charlotte Dymock, HR Business Partner.

The closing date is midnight on Sunday 21 January 2018, with interviews expected to take place in week commencing 29 January 2018.

For an informal conversation about the role, please contact Elisabeth Skeet, Head of Employability Services on 07785 667871.

[Click here to apply](https://poppyfactory.has-jobs.co.uk/employability-team-manager-south-wales/184563/0/apply)

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your covering letter if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate candidates with disabilities.