

Position: Team Manager – Employability Service

Responsible to: Director of Operations

Responsible for: A regional team of Employability Consultants (5-7)

Potentially a team of 2 Employability Co-ordinators (tbc)

Job Type Permanent - full time

Location Home and Field Based with extensive travel

Salary £36,592.72 per annum

Hours Monday to Friday - 37.5 hours per week

**Background Information**

In 2010, The Poppy Factory launched the community based Individual Placement and Support (IPS) service supporting ex-armed forces personnel with physical and/or mental health challenges into competitive employment throughout England, Wales and NI. We currently provide an outstanding bespoke employment support to over 300 veterans per year in addition to the ongoing support offered once they have started work. Our team of 3 team managers and 15 employability consultants work in the community, with referral & funding partners and employers to ensure a high quality, efficient and effective service to those most in need following a career in the Armed Forces. In April 2019, we won the Soldiering On Award in the Health & Wellbeing category and we are about to implement a 3 year IPS research project working with NHS partners in the Wirral funded by FiMT and the Big Lottery.

The Poppy Factory is an independent charity founded in 1922 to provide paid employment opportunities for wounded, injured and sick ex-Servicemen and women. The factory was established in Richmond, Surrey to make poppies and other commemorative items to achieve this purpose. These products are still manufactured and sold today under special arrangement to The Royal British Legion.

**Purpose of the Role**

To lead and manage a highly aspirational experienced regional team whilst also supporting a small personal caseload in providing a high quality IPS employment service supporting Veterans facing physical and/or mental health impairments. To work closely with their associated clinical teams in providing employability information, advice and guidance in order to assist the veteran to secure and retain paid, sustainable, and meaningful employment to fulfil their aspiration and personal goals.

To provide robust case management & job starts both personally and to a regional team of established Employability Consultants incorporating regular reviews of client progress and adjusting plans as needed.

To ensure long-term follow through with clients and employers, to optimise and evaluate client progress in order to attain individual and team performance targets.

To lead on quality, monitoring and audit processes within the Employability Service and evaluate performance data to identify potential service development opportunities.

To identify case studies and work with The Poppy Factory media and communications team to promote the work and impact of the service at individual level.

The Team Managers will support the Director of Operations in activities to support the continued development, promotion and improvement of the service.

To coach and motivate Employability staff to deliver the best possible results for clients, employers and organisations that refer clients to the service.

To work collaboratively with the Director of Operations and other colleagues across a range of departments, including Fundraising, HR, Marketing and Finance.

To provide cover for the Director of Operations or a fellow 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 Director of Operations .
* In accordance with The Poppy Factory policies & procedures, participate in standardised recruitment and induction activities for new staff, and undertake regular 1:1 meetings and annual appraisals with direct reports.
* Ensure the accurate and timely input of data onto the client database and that client files are maintained to a high standard, both for self and in relation to direct reports.
* Establish monitoring and evaluation procedures in conjunction with the Director of Operations, with production and analysis of management information reports.
* Undertake a programme of regular case review meetings with the employability team 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 Director of Operations to continue to develop and improve the IPS service i.e. 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 team and personal 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 taking into account the scope and remit of the role.
* Ensuring the online HR & expenses packages are kept up to date and policies adhered to on behalf of self & regional team
* Ensure best use of resources & charitable funds at all times
* Manage a diverse caseload of clients with physical and/or health barriers to employment, providing a professional employability, job matching and career management service.
* Establish trusting, collaborative relationships with diverse clients with mental and physical health problems and understand the issues a client may face recognising their holistic support needs.
* Provide information, advice and guidance to clients on key knowledge areas including; CVs, Job Searching, Interview Skills coaching and Training/Education, to enhance current and future employability.
* Use labour market information and client data to research and build relationships with employers in the region, creating employment opportunities appropriate to the needs of the client base and educating employers.
* Job match clients with vacancies and opportunities.
* Carry out detailed job analysis to understand and guide on reasonable adjustments, on-boarding arrangements or training and development, as needed to maximise the likelihood of successful and sustainable employment.
* Effectively involve Industry Insight Volunteers within case management to provide additional or complementary intervention, according to client need.
* Provide professional In-Work Support to clients and employers, demonstrating high levels of ‘customer’ sensitivity and responsiveness, and ensuring client training and development goals are achieved
* Where necessary, proactively refer and/or signpost clients to other relevant support agencies.
* Attend recruitment fairs, and other client contact or networking opportunities to promote the service and encourage appropriate client referrals.
* Maintain case notes and other electronic files and customer records to a required within the Poppy Factory’s internal case management system to a required, high standard to ensure the customer journey is documented in accordance with quality standards.

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

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Good standard of general education to minimum A level or equivalent * Diploma in Career Guidance & Development Level 6 or equivalent | * Management development qualification or evidence of study |
| **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 * Ability to confidently present & engage to internal and external stakeholders | * Experience of working with clients who are ex-Armed Forces * Experience of the military charity sector |
| **Knowledge and Skills** | * 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 * Demonstrate strong management skills and leadership with strategic thinking * Demonstrate effective problem solving skills * Evidence of project management & implementation of key service changes * 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 * Demonstrate the ability to show empathy with client challenges; be sensitive to complex issues and take a non-judgmental approach. * Possess good IT skills (MS Office) * Demonstrate understanding of coaching approaches and motivational interviewing * Experience of previous line management skills * Comfortable with management processes; assessing performance; giving constructive feedback and taking remedial action to address and 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. |  |
| **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. |  |
| **Other** | * Owing to the extensive travel requirements of the position it is necessary the post-holders hold a full UK Drivers licence; have access to a car for work purposes and possess comprehensive motor insurance cover suitable for business use. * The position requires an enhanced 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 Sarah Casemore, Director of Operations.

The closing date is midnight on Wednesday 24 April 2019, with interviews expected to take place 30 April 2019.

For an informal conversation about the role, please contact Sarah Casemore on 07785 667 871 (no agencies please).

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

**Location:** The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR (or home based if applicable).

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months’ service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 2.67% employer and 5.33% employee (via salary sacrifice). Staff may choose to increase their contribution rate. The Poppy Factory will contribute double the employee rate to a maximum of 10% employer contribution (which increases to a maximum of 14% after 5 years’ service).

**Annual Leave:** Full time staff entitlement is 24 days per year with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 28 days) plus 1 day in lieu of Armistice Day plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to five days paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** Childcare vouchers scheme (via salary sacrifice), cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**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 disabled candidates.

We are a family friendly employer.