

ROLE PROFILE

Job Title:	Education, Training & Employment (ETE) Project Manager
Reporting to:	Head of Operations
Direct Reports:	ETE Co-ordinator Activities Co-ordinator Tutors Volunteers

Job Purpose:

Take the lead role in the planning, development, implementation and delivery of the Education, Training and Employment service to Launchpad clients. This may involve working from additional venues going forward as the service develops further.

Key Accountabilities:

Service Delivery

- Accountable for the development, delivery and performance of the ETE service, making sure that all grant funded and organisational targets are met and exceeded; implementing remedial action where required
- Evaluate and monitor contractual requirements and provide high quality and timely reports to senior managers that identify performance exceptions and strategies to address them
- Carry out quarterly reviews of performance indicators ensuring these are communicated effectively to all of the ETE Team, with identified actions
- Effective use and audits of service contacts, attendance, outcome monitoring and case management with any shortfalls identified and appropriate action plans put in place
- Ensure the service is creative and there is a balanced approach to risk
- Direct the service to ensure it treats clients as individuals, promotes client dignity, independence and wider social needs and their views and needs are the primary focus
- Shape services so that they remain meaningful to the individuals who use them; any trends are identified and evolve according to feedback and need
- Undertake an annual equality and impact assessment to ensure the service remains fair and accessible for all and implement any areas identified requiring change
- Ensure that the ETE team meet its obligations and standards for quality of service, safeguarding, information and data security
- Lead the operation to ensure all legal and regulatory frameworks are met, as well as the standards set out in Launchpad policies and procedures
- Ensure that Launchpad clients are actively attending ETE activities, promoting maximum engagement with consistent referrals and regular reviews of outcomes

- Develop an effective volunteer and mentoring model to support the development of the service
- Ensure there is suitable cover to deliver all services in relevant venues
- Effective recruitment and support of tutors with relevant service level agreements
- Produce relevant case studies identifying individual journeys within the service

Staff Management

- Responsible for recruitment, selection, induction and training of the ETE team, including volunteers and mentors
- Lead and coach a team of staff, volunteers and mentors to deliver a person centred and holistic service using psychologically informed techniques
- Responsible for the performance and development of the ETE Team members and ensure staff undertake the Personal Development Programme including one-to-one meetings and identifying training and development needs
- Work to ensure the ETE Team collectively and individually meets its departmental and individual objectives and targets
- Responsible for managing the health and safety needs of the team and ensuring they adhere to safe working practices at all times
- Responsible for staff performance in line with Launchpad's objectives, policies, procedures and practices, and manage staff absence and leave for direct reports
- Deliver effective communication meetings, group briefing sessions, reflective practice as well as offer mentoring to staff in relation to their caseload

External Liaison

- Develop strong working relationships with relevant external stakeholders, identifying emerging priorities in relation to service development
- Develop and implement effective strategic / corporate partnerships and relevant service level agreements ensuring that they meet service requirements, client aspirations and community need
- Lead the representation strategies for attendance at all meetings and the organisation is represented in a positive, professional manner

Policy and Development

- Develop and implement policies, procedures and practices in relation to the ETE Service, ensuring they reflect the needs of clients and are co-produced
- Proactively research changes in legislation, funding and other external issues especially related to ETE Services and ensure that the service responds accordingly and delivers 'best practice' standards; provide relevant updates and reports to the Senior Management Team
- Lead and drive the strategic development of the organisation and innovate the service, and continually improve practice

- Develop and implement an effective client participation and consultation strategy which feeds in to service delivery and demonstrates continuous development and improvement
- Identify potential funding opportunities to enhance the delivery of the service, such as education and employment

Delegated Authority

- Manage the administration of the ETE Service in line with Launchpad's Finance Policy and Procedures
- Effectively manage budgets related to the ETE service, and ensure appropriate feedback is given to relevant funders

Other requirements

- Able to work flexibly according to the needs of the contract
- Contribute to the development of the organisation
- Be proactive in reviewing and evaluating own performance and focused on self-development
- Work within Launchpad's values of Respect, Empower, Integrity and Influence

PERSON SPECIFICATION

- Able to coach and support a team effectively, as well as act as a role model to motivate others
- Able to work in a target driven environment and able to meet or exceed contract targets
- Excellent communication, networking, negotiation and influencing skills to build strong relationships at senior levels
- Ability to work with existing and prospective corporate supporters to generate ETE-based opportunities for vulnerable clients
- Good verbal and written communication, including reports, presentation and research skills
- Excellent understanding of contract management and key performance indicators
- Excellent programme and/or project management experience
- Well-organised, capable of working under pressure, meeting deadlines and targets
- Effective time management and problem solving skills
- Dynamic and forward thinking approach to work, with a persistent and assertive nature
- Ability to work flexibly across locations, as well as promote the service and maintain relationships with partners

- Able to identify and manage and minimise risks
- Able to monitor and evaluate data and use to make decisions
- Excellent IT skills
- Thrives on driving change, continuously improving approaches and offering an exceptional service
- Knowledge of services within Reading & Berkshire

Experience

- Substantial experience of managing large mixed teams of staff, tutors, volunteers and peer mentors and experience in performance management
- Substantial experience of leading and managing expert specialist staff, as well as multi-level management experience
- Experience of managing an ETE programme and/or developing ETE services
- Experience of taking a lead in developing a service and translating that into an operational strategy
- Proven track record in managing significant and complex operations, and developing policies
- Experience of delivering successful and beneficial outcomes to vulnerable, hard to reach groups using motivational and holistic approaches
- Experience of multi-agency working and developing service level agreements and effective working partnerships
- Experience of representing an organisation externally at meetings and forums, and influencing external agencies
- Experience of developing strategic Board level papers
- Experience of managing significant contract budgets and reporting through to Board level
- Experience of working with vulnerable and/or homeless clients
- Good understanding of the welfare system