

Programme Manager



Job Description

Purpose of the Post

The purpose of our Employment Programmes is to assist hard to reach communities back into the labour market by providing individuals with direction through a specially designed menu of services. These services include but are not limited to; engagement, diagnostic assessment, action planning, employability skills, signposting to specialist provision, advocacy, job search, assistance with benefits and in work support. Vacancies on our current contracts include:

Southwark Works – assisting Southwark residents who are either long-term unemployed (12 months+) or aged 50+

Central London Works/Work and Health Programme – supporting long-term unemployed (12 months+) or health barriers into work in Lambeth and Hackney

Inspiring Families – supporting individuals and families with complex barriers to employment including health, criminal offences and homelessness in Haringey, Hackney, Tower Hamlets, Redbridge and Enfield

Journey to Work – supporting individuals over the age of 40 into employment from Lambeth, Southwark, Wandsworth & Lewisham

Function of the Post

- Managing the delivery of provision across our employment programmes to establish and maintain a comprehensive service to promote skills development and address worklessness.
- You will plan, co-ordinate and implement coherent delivery of outreach, advice and guidance, and job brokerage services across existing and new programmes, including engagement of our target customer groups, initial assessments, skills development, providing employability training, employer engagement, and sustainable employment outcomes.
- To be responsible for the achievement of key performance and compliance indicators in line with the contractual requirements of our funders and Renaisi's requirements in terms of the achievement of annual income targets.

Duties & Responsibilities

- To be accountable for achieving agreed team performance and compliance targets as well as personal targets through ensuring:
 - appropriate outreach and engagement activities take place with the target customer groups and across the priority areas, to achieve our engagement and registration targets;
 - a high quality advice service, based on the principles established by the National IAG Board, is available to all customers;
 - continued and targeted employer engagement activity and job vacancy identification to provide appropriate vacancies for our customer-base, and help us achieve our job entry targets;
 - customers are provided with a high-quality job brokerage service, including interview preparation, matching them to appropriate vacancies.
 - customers are provided with high quality in-work support, to help us achieve our sustained job outcome targets;

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- quality standards are maintained to at least minimum contractual levels at all times.
- To line manage and motivate delivery teams to achieve high levels of performance in all the above areas;
- To ensure that services are targeted and delivered at appropriate locations in line with our funding contracts;
- To manage and develop our package of employability support, including job search sessions, training and workshops and confidence building;
- To build effective relationships with specialist providers to offer additional support to customers with complex needs.
- Ensure efficient and effective caseload management systems.
- To maintain, manage and develop relationships with existing and new delivery partners, stakeholders, prime contractors and funders;
- To review and develop our feedback and evaluation systems, to aid in developing and improving our service delivery;
- To work with the delivery teams to identify gaps in service and where necessary identify additional or alternative activities to provide a comprehensive service to customers;
- To ensure that there is maintenance of accurate customer records;
- To ensure customer confidentiality is maintained across the programmes;
- To oversee the delivery team's use, maintenance and updating of the Customer Management System (database), to inform regular monitoring reports to senior management and funders;
- To provide accurate reports on customer data, trends and other information useful to planning and reviewing our delivery model.
- To review skills levels across the delivery teams and produce and implement training plans
- To manage the delivery centre where appropriate, to ensure functions operate efficiently and within budget.
- To manage monthly expenditure against targeted spend and produce monthly budget reports for senior management.
- To assist senior management with the production of annual income forecasts.
- To work within our quality standards: Matrix, Investors in People, ISO 9001-2015;
- To attend programme management, delivery and team meetings;
- To attend engagement and recruitment events as appropriate;
- To complete a number of different administrative duties relating to both customers and partners;
- Promote equal opportunities and cultural development;
- Carry out all duties in accordance with Renaisi, its Equal Opportunities Policy and Renaisi's Charter.

Notes

1. In addition to the above, you will be required to carry out any other duties required to ensure the implementation of the programmes and projects or other areas of work for which the Company is responsible.
2. This list is not to be regarded as exclusive or exhaustive. Any additions or alterations will be put in writing by the Chief Executive.

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Personal Specification

Job Requirements	
1. Equalities	<ul style="list-style-type: none">• Proven and demonstrable commitment to the principles and practice of equal opportunities.
2. Experience	<ul style="list-style-type: none">• Managing projects and service delivery in the welfare to work sector• Managing teams of people in a highly performance driven environment• Planning, managing and monitoring multiple programmes of work• Achieving high levels of sustained employment outcomes for customers to at least 26 weeks• Development and implementation of successful aftercare/in work support models• Co-ordinating and managing partner relationships and joint working• Liaising with learning providers to source relevant provision that will meet customers' employability needs• Working within a complex environment of multiple customer groups, payment methods and monitoring requirements.• Managing IT based client management systems and producing customer data and performance reports to a high standard• Working in a customer-led environment where customer satisfaction is paramount.• Managing quality frameworks and systems to high standards• Leading/undertaking a Matrix Accreditation process (<i>desirable</i>)
3. Knowledge	<ul style="list-style-type: none">• A knowledge of the barriers long-term unemployed people can face which prevent them from returning to the workplace, across a range of customer groups• An understanding of outreach and engagement methods, particularly with hard-to-reach groups• An understanding of successful welfare to work delivery models, particularly those aimed at demotivated and hard-to-engage groups• Customer Management System software• The London labour market, growth sectors and employer needs• The structures of vocational and basic skills learning provision• The Matrix Accreditation and other quality standards relevant to the welfare to work sector (<i>desirable</i>)• Welfare Reform and the range of employment provision on offer to unemployed and economically inactive people (<i>desirable</i>)• An understanding of payment by results models of delivery (<i>desirable</i>)
4. Skills	<ul style="list-style-type: none">• A high level of communication (oral and written) and interpersonal skills to maintain effective working relationships with staff, partners, funders and prime contractors• To prioritise tasks and manage time effectively• Staff management and motivation skills• Administrative skills, including maintaining accurate records and customer management systems• Numeracy skills, particularly in budget management and financial forecasting• IT skills including Microsoft Office software• Organisational skills

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<ul style="list-style-type: none"> Analytical skills
<p>5. Qualifications</p> <ul style="list-style-type: none"> A Degree OR a Professional Qualification in one or more of the following (<i>desirable</i>): <ul style="list-style-type: none"> - Business & Enterprise - Employment & Training - Education - Regeneration - Economic Development <p>Or</p> <ul style="list-style-type: none"> NVQ L4 in Information, Advice and Guidance (<i>desirable</i>)

Job Profile

Job Title	Programme Manager
Accountable to	Head of Service Delivery
Management of	Outreach & Engagement Officers Employment Advisors Team Leader Monitoring and administrative staff
Location	<p>You may be expected to work on any of our existing contracts. Our offices are currently at the following locations:</p> <p>Head Office: Unit 2, 290 Mare Street, E8 1HE South London: Unit 13, The Stableyard, Broomgrove Road, London SW9 9TL East London: Haggerston Community Centre, 8 Lovelace Street, London E8 4FF</p>
Salary	£30,000-£35,000 per annum (depending on experience and qualifications)
Hours of Work	35 hours per week, 9.00am-5.00pm but flexibility is required
Superannuation	<p>Renaissi is a member of the NEST pension scheme. You will be automatically enrolled into this scheme, subject to eligibility.</p>
Annual Leave	25 days per annum, plus statutory and public holidays

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Travel	Interest free season ticket loans are available after 3 months of service. Travel costs are paid for journeys made other than from your residence to work and back.
DBS Check	You will be required to undertake an enhanced DBS check for this position which the company will pay for.
Terms and conditions	A staff handbook will be issued to the successful candidate with their offer letter.