

## Delivery / Team Lead (Tier 4)

<b>Directorate:</b> <b>Service area:</b>	Communities – Employability and Skills
<b>Accountable to:</b>	Lead Commissioner – Employability and Skills
<b>Accountable for:</b>	£350,000+ 8 FTE
<b>Politically restricted post</b>	No
<b>Delivery teams:</b>	Warwickshire Supported Employment Service
<b>Job Title:</b>	Warwickshire Supported Employment Service Delivery Lead – T4085
<b>Grade:</b>	N

### Context

You will play a leading role in managing the councils **Warwickshire Supported Employment Service** which supports young people and adults with autism and learning disabilities into employment.

Working closely with Adult Social Care, Education Services, Local Employment Partnerships and a number of strategic partners, you will lead a service which represents a key priority for the local authority as set out in the Council Plan.

You will work collaboratively to deliver multi stand programmes which reflect the needs of young people and adults with autism and learning disabilities in Warwickshire, whilst also ensuring all activity links to local employers and contribute to economic growth.

You will proactively work with the counties SEND and Post 16 leads to ensure the Warwickshire Supported Employment Service creates programmes which offer a seamless route of post 16 support for young people and adults with autism and learning disabilities. You must also continue to promote independence in every corner of the service and provide multiple and accessible routes into employment.

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### Specific role assignment

<b>Delivery responsibilities</b>	<b>Role Purpose</b>
	<p>The Warwickshire Supported Employment Service supports individuals wanting to work by providing essential support, and the opportunity to develop employability skills which overcome personal barriers and raise aspirations.</p> <p>The ultimate goal of the service is to help those wanting to gain employment build the skills needed to strive for independence and identify a sustainable career path which supports the individual to thrive.</p>

	<p>The WSE service offers a broad range of support and whilst the service works with many cohorts of individuals, the team also work with Warwickshire employers to shape accessible employment opportunities and demonstrate how adopting good inclusive recruitment methods can positively impact their business. This in turn supports the employer to tap into enthusiastic talent pools of people and build a diverse workforce.</p> <p>The role of the WSE <b>Delivery Lead</b> is one with specific responsibility to lead the service, promote inclusivity and play a strategic role in leading the service to be forward thinking, engaging and deliver a series of high-quality employment activity to all who call upon our service for support.</p> <p>As the WSE Delivery Lead, you will have many great qualities to bring to the role, all of which will be reflective of your substantial experience of working with young people and adults with autism and learning disabilities.</p> <p>You will also be highly motivated, resilient and have a personal ambition to work in a strategic role which is both rewarding and offers an opportunity to positively impact people's lives.</p> <p><b>Role Responsibilities</b></p> <ul style="list-style-type: none"><li>• You will be responsible for the delivery of employment support services, which supports young people and adults with autism and learning disabilities into meaningful employment (as per the Council Plan)</li><li>• You will lead a highly responsive service to meet the post education needs of individuals with autism or learning disabilities wanting to move into employment.</li><li>• You will lead the service to consistently promote collaborative working with county teams and external employment partners.</li><li>• You will be responsible and held accountable for the delivery of a high-quality service through the management and supervision of a range of staff working in the field of employment support.</li></ul>
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	<ul style="list-style-type: none"><li>• You will ensure safeguarding responsibilities are carried out in line with councils Safeguarding policy and procedures.</li><li>• You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety Policy and procedures.</li><li>• You will have a commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take personal responsibility for implementing/adhering to Warwickshire County Council's Equality and Diversity policies</li><li>• You will manage an allocated service budget, demonstrating strong financial planning and the ability to make well informed decisions on grant funding applications and commissioned services.</li></ul> <p>Main Tasks</p> <ul style="list-style-type: none"><li>• You will work at a strategic level to ensure the service is highly visible and valued as a post education and transitional pathway for young people with autism and learning disabilities.</li><li>• You will work at a strategic level with Adult Social Care and external partners to ensure the service is highly visible and valued as a transitional pathway into employment for adults with learning disabilities and autism.</li><li>• You will work closely with the Lead Commissioner (Employability and Skills) to commission partners and services which contribute to the offer of the Warwickshire Supported Employment Service.</li><li>• You will lead the team to deliver a high quality and effective service which reflects the nationally recognised quality standards of the Base (British Association of Supported Employment) Framework.</li><li>• You will lead in continuously evaluating the current SEND and employability provision to ensure there aren't gaps in provision and the Warwickshire Supported Employment Services offer remains relevant and highly effective.</li></ul>
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	<ul style="list-style-type: none"><li>• You will work with funding leads to identify and explore external funding opportunities which may enhance the service and our offer to those who access it.</li><li>• You will monitor the needs and outcomes of the service, evaluate reoccurring themes and design activity which addresses such needs.</li><li>• You will lead the team to shape marketing strategies which pro-actively promote the service</li><li>• You will deliver service and progress reviews to strategic partners, funders and senior managers.</li><li>• You will provide expert knowledge and guidance in all area's relating to the service offer.</li><li>• You will ensure the team maintain a high level of disability and employability knowledge, supporting regular personal development which is reflective of the quality benchmarks of the service and those we support.</li><li>• You will maintain a knowledge and expertise across the Communities Group and remain up to date of group activity.</li><li>• You will deputise for the Employability and Skills Lead Commissioner where required.</li></ul>
<b>Key business measures</b>	<ul style="list-style-type: none"><li>• Number of individuals supported by the service</li><li>• Number of individuals signposted for additional support</li><li>• Number of Individuals into supported and sustainable employment</li><li>• Number of Individuals into Supported Internships</li><li>• Number of Individuals into Inclusive apprenticeships</li><li>• Number of individuals supported by employment retention service.</li></ul>

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	<ul style="list-style-type: none"> <li>• Measure of increased independence.</li> <li>• Measure of individual bridge funding required.</li> <li>• Number of Employers supported to adopt inclusive recruitment</li> <li>• Number of Inclusive employment opportunities created</li> <li>• Measure of the positive impact to employer</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• You will have significant experience of managing a team.</li> <li>• You will have a minimum of 2 years' experience of working with young people and adults with autism and disabilities.</li> <li>• You will have experience in evaluating the needs of young people and adults with autism and learning disabilities</li> <li>• You will have significant experience in building solution-based programmes or projects.</li> <li>• You will have experience of working on "multi agency" cases which require sensitivity and collaboration</li> <li>• You will have experience in compiling complex reports and presenting progress reviews</li> <li>• You will have the ability to manage conflict by drawing on previous experience to resolve issues and produce a positive outcome.</li> <li>• You will have experience of independently monitoring caseloads and identifying key themes and reoccurring barriers</li> </ul>
<b>Specific qualifications/and registration</b>	<ul style="list-style-type: none"> <li>• You will be educated to degree level or equivalent professional qualification</li> <li>• A minimum of 3 years' experience of working at</li> </ul>

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	<p>a senior level in a relevant setting.</p> <ul style="list-style-type: none"> <li>• DBS</li> </ul>
<b>Budget responsibility</b>	£350,000 + external and internal programme funding
<b>FTE responsibility (line management)</b>	<b>8 FTE</b>
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Key partnership management with Education settings, Adult Social Care team, Education Service team, Adult Community Learning, Warwickshire Career leader network, Productivity and Skills Groups, Department for Work and Pensions, Coventry and Warwickshire LEP, Coventry and Warwickshire Chamber of Commerce, FSB,</li> <li>• Key relationship management with commissioned providers; Professional relationship development with Leader or Deputy Leader of the Council, Cabinet Members and any other political post holders as required; Professional partner relationship management with Delivery Manager colleagues, Senior Commissioning colleagues and any other internal stakeholder as required.</li> </ul>

## Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- Execute the statutory or regulatory duties that are in place and delivered across the team.

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- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"><li>• Deliver operational performance objectives</li><li>• Manage the workforce</li><li>• Deliver continuous improvement plans</li></ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

## Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"><li>• Workforce development</li><li>• Workforce planning</li></ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"><li>• Monitors the service performance framework</li><li>• Effective service design</li></ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

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- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks



## Delivery / Team Lead (Tier 4)

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

