



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

Job Description and Person Specification

Employment Services Manager

April 2019

Job Title: Employment Services Manager

Reporting to: OTB Operations Director

Hours of work: Full Time (with some evening/weekend working)

Salary: £20,000- £22,000 (experience related)

Purpose of the job role

To lead and manage the planning, development and delivery of the charity's employment and employability services for adults and young people with learning disabilities, securing growth, evidenced impact and sustainable income for these services.

Background and context

Set up and run by local charity Ilkley Community Enterprise Ltd, Outside the Box (OTB) provides a range of services and activities all designed to enable and support people with a learning disability to lead more independent, fulfilled and healthier lives. These include OTB community café, OTB Choices and 'OTB Works'; these services currently support around 60 people with learning disabilities (our members) each week.

Demand for our services continues to grow with more adults and young people joining OTB on an on-going basis. Members participate in OTB for a variety of reasons including to: learn new skills; gain confidence and self-esteem; achieve qualifications; improve their social connections; express themselves creatively and showcase their talents; engage in meaningful experience of the world of work; and progress into paid work, further education and training.

Over recent years we have enhanced our employment support for members through our 'OTB Works' programme. This combines tailored work preparation training, engaging local employers and helping them to overcome barriers to employment for our members and supporting members to access, secure and sustain paid work opportunities.

We now wish to build on our success to date, to grow and diversify our employment services for people with a learning disability. We know that: people with a learning disability experience significant disadvantage in accessing work e.g. c. 6% of adults with a learning disability in England are in paid work though 6 in 10 state that they want to work; there remains much to be done to improve the employment outcomes for this group; and that we are well-placed to contribute to efforts to address this challenge. The Employment Services Manager, as part of the wider OTB Team, will play a key role in delivering a step-change in the employment and employability provision delivered by the charity.

Main responsibilities

- I. To plan, in collaboration with key staff and external partners/stakeholders, the development and growth of the charity's employment support services for young people and adults with learning disabilities
- II. To diversify and strengthen the income base for the charity's employment services including identifying and securing opportunities relating to Access to Work, traded services and contracts, working closely with the Operations Director and CEO
- III. To lead and manage the effective and efficient delivery of employment and employability support services ensuring high quality and performance, target achievement and demonstrable impact and associated systems and processes
- IV. To manage and coordinate all employment services/OTB Works staff, volunteers and other resources including the recruitment, training/development, supervision and support of all staff and volunteers
- V. To develop and manage key relationships with external partners and stakeholders including training and support providers, employers and employer bodies, statutory agencies including local authorities, Jobcentre Plus/DWP, other partner charities and community organisations and groups and parents/carers
- VI. To lead and manage growth in the range and volume of work opportunities for our members/service clients, including using new/creative approaches e.g. job carving, collaborative placements, prime contractor employment programme links, internships
- VII. To work with the Operations Director, CEO, Board and other service managers to effectively monitor and report performance providing timely and accurate reports as required and proactively problem solving to address performance issues
- VIII. To work with colleagues and external partners to develop and deliver a comprehensive marketing and communications plan for OTB's employment services including acting as a service champion e.g. doing presentations/briefings/PR
- IX. To establish and oversee the application and monitoring of relevant assessments and individual tracking processes e.g. Access to Work Assessments and ensure an up-to-date knowledge of work-related benefits

- X. To maintain the charity's knowledge and understanding of local labour markets and employer demand and of wider developments and good practice in employment support for people with learning disabilities
- XI. To develop and ensure the implementation of effective 'user involvement' processes and systems so that members/participants are empowered and supported to have real influence on service provision and their individual and collective voice is strengthened and influential
- XII. To ensure the quality control and assurance of employment and employability provision including planning regular audits/observations and quality reviews to ensure all standards are met
- XIII. To work across OTB and the charity as a whole to maximise employability and employment opportunities and lead and support collaborative activities across the charity that will help achieve agreed priorities and targets
- XIV. To work closely with other service managers to ensure that relevant training and development is being delivered consistently across OTB Services to support members' progression
- XV. To work closely with other OTB managers to ensure effective partnership working and links across service provision
- XVI. To manage all risks for OTB Works ensuring an appropriate risk register and risk management procedure is in place and effectively applied for the project
- XVII. To maintain confidentiality at all times in line with Outside the Box policies.
- XVIII. To develop, operate and maintain robust record keeping procedures in line with relevant data protection and confidentiality requirements, ensuring accurate and up-to-date records for employment services including as required by funding bodies and partners
- XIX. To keep up to date on policies and programmes of relevance to the employment of adults and young people with a learning disability/disability
- XX. Any other duties as agreed commensurate with the nature and level of the post.

Person specification

The table below identifies the essential and desirable skills, qualifications, experience and personal qualities required for the role/s and the source of the evidence to be used in the selection process.

| Essential | Evidence |
|--|---|
| Successful service/project management experience (2 years) | Application form, letter of application and interview |
| Minimum 2 years' experience of managing budgets, staff teams and service delivery | Application form, letter of application and interview |
| Proven service planning/growth experience and management skills | Application form, letter of application and interview |
| Proven track record of developing, managing and delivering employment support services for disadvantaged people including those with a learning disability | Application form, letter of application and interview |
| Knowledge of and commitment to person-centred approaches to supporting vulnerable/disadvantaged people | Letter of application & interview |
| Experience of successful partnership working, of building strong and positive relationships and rapport with a variety of people (including employers and volunteers) | Application form, letter of application and interview |
| Excellent organisational and time management skills and ability to manage a diverse workload/prioritise effectively | Letter of application and interview |
| Passion for developing others and effective interpersonal style including: <ul style="list-style-type: none"> - Able to lead by example in supporting others to fulfil their potential - Excellent negotiation and problem solving skills - Good team working skills and able to work on own initiative | Letter of application and interview |
| Excellent systems, administration and ICT skills (experience of designing and running proven reporting and tracking systems) | Application form, letter of application and interview |

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| Able to embrace, promote and work to the core values of the charity: 'can-do'; respect; inclusion; quality; progression; and enterprising. | Application form, letter of application and interview |
| Desirable | |
| Current knowledge of employment services (including for disadvantaged groups/people with learning disabilities) | Application form, letter of application and interview |
| Teaching/training or employment support qualification (preferably post-16/Adult – can be working towards) | Application form |
| Experience of working in/with community based organisations & businesses | Letter of application and interview |
| Experience of marketing and promotion e.g. newsletters, press releases, social media events | Letter of application and interview |
| Experience of securing contracts/funding for employment support services. | Letter of application and interview |

Additional information

Note that as this post will have responsibility for working with vulnerable adults, appointment to the role is subject to an Enhanced DBS check.

Applications and Selection

To apply for this position please send:

- I. **A letter of application (not more than 2 sides of A4)**
- II. **A completed application form/full CV**

To: The Operations Director

Outside the Box, Ilkley Community Enterprise Ltd, 2-4 Bridge Lane, Ilkley, West Yorkshire, LS29 9HN

Applications can be sent as attachments to an email to: cafe@outsidetheboxcafe.com

CLOSING DATE: 5pm Monday 29th April 2019

Note that we are currently planning to hold interviews for this role on **Thursday 9th May and Friday 10th May 2019.**

If you have any queries on this role or would like further information please call Jenna Peel (OTB Operations Director) on 01943 431173