



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

Job Description and Person Specification

Skills and Employment Manager

June 2019

Job Title: Skills and Employment Manager

Reporting to: OTB Operations Director

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

Location: Ilkley, West Yorkshire

Salary: £25,000

Purpose of the job role

To lead and manage the planning, development and delivery of the charity's skills, and employment support 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 and we have high demand from potential new members on an on-going basis.

Since its establishment in 2012, OTB has developed into a leading provider of innovative support for people with a learning disability. With a high profile and strong presence in our local community we work as a social enterprise to deliver new opportunities for our members. Our many achievements include:

- OTB Community Café winning local Hospitality Business of Year and People's Choice Awards;
- Gaining national media coverage including features in The Guardian and on the BBC; and
- Engaging local and national employers in our work including Marks & Spencer, Specsavers, Booths and Ilkley Kings Hall.

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, the targeted engagement of local employers and support to 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 we are well placed to contribute to efforts to address this challenge.

The charity is currently planning a move to larger premises in Ilkley town centre that will enable us to further expand our work, increasing the number of people with learning disabilities that we are able to support.

The Skills and Employment Manager, as part of the wider OTB Team, will play a key role in planning and managing the delivery of high quality and impactful skills and employment services by the charity.

Main responsibilities

- I. To lead the effective engagement and recruitment of new members for OTB Café and OTB Works and manage associated referral, assessment and induction processes
- II. To promote OTB's services to include attending events/network meetings, liaising with parents/carers, social workers and other professionals and marketing our services and opportunities
- III. To ensure the development, monitoring and review of individual learning and development plans for members that address their specific needs, goals and aspirations and support their progression.
- IV. To ensure the safety, security and wellbeing of members and full compliance with all relevant policies and procedures e.g. safeguarding, health and safety
- V. To support the empowerment of OTB members enabling them to make informed choices, have more control over their lives and broaden their experience and influence

Skills

- VI. To lead on the management and coordination of accredited and non-accredited learning with members including our collaboration with education/training providers and use of Asdan and other relevant certification

- VII. To develop and design innovative tools and resources to support member's learning and development including enrichment activities
- VIII. To work with other professionals, the OTB team as a whole and parents/carers as appropriate to achieve the optimum outcomes for OTB members

Employment

- IX. 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
- X. To work with the Operations Director and CEO to diversify and strengthen the income base for the charity's employment services
- XI. To lead and manage the effective and efficient delivery of OTB's employment and employability support services ensuring high quality and performance, target achievement and demonstrable impact
- XII. To manage and coordinate all employment services/OTB Works staff, volunteers and other resources including the recruitment, training/development, supervision and support of designated staff and volunteers
- XIII. 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
- XIV. To lead and manage growth in the range and volume of work opportunities for our members/service clients, including using new/creative approaches to employer engagement and the development of bespoke employment opportunities e.g. job carving, collaborative placements, internships
- XV. 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
- XVI. 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

- XVII. 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
- XVIII. 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
- XIX. To ensure the quality control and assurance of employment and employability provision including planning regular audits/observations and quality reviews
- XX. 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
- XXI. To ensure an appropriate risk register and risk management procedure is in place and effectively applied for the OTB Works project
- XXII. To maintain confidentiality at all times in line with OTB policies
- XXIII. 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
- XXIV. To keep up to date on policies and programmes of relevance to the employment of adults and young people with a learning disability/disability
- XXV. 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	Application form, letter of application and interview
Knowledge of and commitment to person-centred approaches to supporting vulnerable or 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 reporting/tracking systems)	Application form, letter of application and interview
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 (no more than 2 sides of A4)**
- II. **A 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 Friday 28th June 2019

Note that we are currently planning to hold interviews for this role on Wednesday 10th July 2019.

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