



Job Description & Person Specification

- All in Edinburgh Manager –

Post:	All in Edinburgh Manager
Service:	All in Edinburgh
Line Managed by:	Development Manager
Salary Range:	SP33-35 £31,418.76 - £32,943.95 per annum
Hours:	39 per week
Location:	The main base location can either be a person's home or The Action Group, The Prentice Centre, 1 Granton Mains Ave, Edinburgh EH4 4GA. The post will require travel across Edinburgh.
This post requires PVG scheme membership. Applicants who are not members of the PVG scheme should be prepared to join before commencing employment.	



Main Purpose

The main purpose of this post is to provide leadership to a team of Employment Advisors within the Real Jobs service, which is part of the Edinburgh Supported Employment Consortium, known as 'All in Edinburgh'.

They will retain overall responsibility for project implementation, team management and performance – particularly in relation to the consortium outcome performance and the risks of to The Action Group of failing to meet agreed outcome targets.
The post holder will directly line manage this team.

This role is primarily focused on the management and organisation of the team, not on caseload / service delivery. The post holder will retain a small element of direct client support work, in order to retain links with Real Jobs clients and provide on-the-job coaching and support for the staff they manage.

The main duties for this post are detailed below using the following 3 headings.

1. Team Leadership (50%)
2. Staff Management (45%)
3. Supporting Real Jobs' Clients (5%)

The percentage figure after each heading is the approximate proportion of work time that we anticipate the post holder will spend working on each area.

In addition, there is a fourth section called 'General Duties' that apply to all staff in The Action Group.



1. Team Leadership responsibilities (of whole team) (50% of time)

- a. Determine specific Team objectives (in conjunction with Development Manager, Action Group Strategic Objectives, TAG Business Plan and the Consortium Delivery Manager)
- b. Lead by example, to set a positive and empowering ethos within the team; trying to ensure that high morale is maintained throughout team, particularly with respect to the continuous degree of change management required within the role
- c. Take the lead in ensuring that all identified targets and outcomes for the service are met and the additional responsibility in relation to outcome payments through consortium work.
- d. Take responsibility for any operational issues, decisions etc. that affect the Team as a whole (e.g. assigning Advisors, monitoring staff diaries, ensuring Team monitoring returns such as expenses, etc., are completed on time)
- e. Act as an effective 3-way communication conduit between Senior Management, Team members and the Consortium Delivery Manager (e.g. incident reporting and coordinating regular team meetings)
- f. Manage the consortium referral system to ensure that the appropriate clients have access to the consortium service in relation to Real Jobs
- g. Manage the workload and performance of the staff team to ensure that all clients receive the level of service which Real Jobs promises, and in line with the set deadlines and targets in relation to the consortium
- h. Carry out relevant financial and information management, in line with TAG and consortium policies and procedures (e.g. project & funding administration)
- i. Answer queries from both within and outside The Action Group regarding funding and service statistics, and cooperate fully in funders' attempts to monitor the project. This may include the compiling of financial returns to funders.
- j. Undertake required administrative duties connected with the project
- k. Ensure that all team management functions are carried out effectively
- l. From time-to-time, the post holder may be asked to 'act-up' for their line manager, in order to cover short-term absences

2. Staff Management responsibilities (of direct reports) (45% of time).

- a. Work with Development Manager to organise and lead recruitment process for team vacancies
- b. Thoroughly induct all new direct reports in team

- c. Take responsibility for all aspects of performance management of staff within own sphere of line management, including objective setting, appraisal /personal development planning, and managing all absence and capability issues as well as agreed consortium outcome objectives.
- d. Delegate work according to individual team member strengths, fairly, transparently and effectively, to make the best use of individual team members skills and abilities (eg allocating keyworkers)
- e. Provide pro-active and ongoing coaching and mentoring for each direct report (eg on-the-job shadowing)
- f. Consistent provision of regular and effective supervision and support (including honest and timely performance feedback)
- g. Supervise students and temporary staff working within own team

3. Supporting Service Clients (5% of time)

NOTE – Given the small amount of time we expect the post holder to spend on this area of responsibility, the focus of these types of activities will be on supporting, mentoring and working alongside staff, as well as retaining links with clients, rather than regularly doing this type of work

WORK WITH CLIENTS

- a. To facilitate employment opportunities for individuals by close liaison with existing referral agencies and consortium referral sources.
- b. To get to know and understand individual clients and their employment needs and preferences through a comprehensive vocational profiling approach.
- c. To undertake assessments of clients' employment needs and hold appropriate planning meetings for the delivery of support.
- d. To undertake assessments of clients' financial circumstances and hold appropriate joint meetings to explain the possible consequences of paid employment on clients' benefit entitlement.
- e. To be involved in the selection of a job or occupation which would most appropriately fit the needs of the client.
- f. To be involved in selecting and implementing appropriate training programmes for the individual, including training on site after the client has secured employment so that they become competent in both job and job related skills, and accommodated to the work culture.
- g. To monitor and record training progress.

- h. To be responsible for reporting in verbal and written form on clients' progress.
- i. To arrange ongoing support for clients who require a backup service where appropriate.
- j. To refer clients to other agencies who can offer specialised skills training where appropriate.
- k. To participate in a multi-professional approach to service delivery and liaise with other staff. This includes liaising with Consortium members as well as other voluntary groups and statutory agencies.
- l. To co-operate fully with any monitoring of the project in line with funding requirements or objectives.
- m. To liaise with clients' carers and family.
- n. To periodically monitor client performance at the workplace.
- o. To provide additional support to clients out with the work place when required.
- p. To carry out regular evaluation reviews as part of The Action Group's Quality Improvement Strategy.

WORK WITH EMPLOYERS

- q. To be responsible for locating paid jobs in integrated settings by undertaking both direct and indirect marketing to employers, utilising a range of selling techniques and strategies.
- r. To promote and raise awareness among potential employers by participating in and conducting employer presentations, exhibitions and seminars.
- s. To negotiate with employers on behalf of clients to ensure that their rate of pay is at least equal to the National Minimum Wage and that their terms and conditions are the same as their fellow workers, including their full employment rights.
- t. To provide disability awareness training and equal opportunity advice to employers and their employees.
- u. To conduct a comprehensive job analysis at the workplace for each potential job vacancy.
- v. To liaise with employers on a regular basis to ensure that each client's job performance and employment rights are maintained and monitored.
- w. To provide support and additional training to the clients' colleagues, co-workers and supervisors at the workplace.
- x. To carry out regular evaluation reviews as part of The Action Group and the Consortium's Quality Improvement Strategy.

WORK WITH CLIENTS AND EMPLOYERS TOGETHER

- y. To assist the client to reconcile any issues occurring within the workplace through negotiation with the employer or their representatives.
- z. To agree the rate of pay and terms and conditions of potential jobs with employers on behalf of clients.
- aa. To modify or adjust training strategies at the workplace to meet each client's training needs.

4. General Duties (these are applicable to all The Action Group staff)

- a. Read and work in accordance with The Action Group's Mission, Aims & Objectives, and current Business Plan.
- b. Manage own work time effectively.
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role.
- d. Treat everyone with consideration and respect.
- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from someone we support).
- f. Keep up to date and comply with all applicable The Action Group policies and procedures (covering everything from personal Health & Safety to Care Commission Standards).
- g. Promote and respect individual rights and responsibilities at all time.
- h. Retain the highest standards of confidentiality, as appropriate to the specific role.
- i. Assist your manager and other work colleagues as appropriate and whenever possible.
- j. Take charge of own CPD (Continuous Professional Development) and contribute to The Action Group maintaining the Investors In People's standards.
- k. Be responsible for own work life balance (e.g. taking Annual Leave at regular intervals, etc).

This job description may be amended following discussions with the postholder and with the approval of the Head of HR

Real Jobs Manager - Person Specification

What the Action Group looks for in an applicant:



Criteria	Desirable
Skills and experience	• Experience working with people who have support needs • Ability to complete Training in systematic Instruction (TSI) within six months of taking up post, or to have already completed this training • Ability to complete the PDA in Supported Employment within one year of taking up the post, or to have completed this training already • Must be competent in using Microsoft packages • Previous staff management experience • Previous experience in marketing or sales would be an advantage
Other requirements	• Professionalism – Being reliable, following procedures, presenting yourself appropriately, and believing in The Action Group values of choice and opportunity for all. • Self-development – Having the desire to learn new things and constantly improve your own working practice. • Leadership – Motivating, encouraging, coaching, supporting and managing the performance of your staff members.

	• Reports and recording – Demonstrating a high standard of administration and report-writing in a timely fashion using appropriate IT resources • Financial and resource Management – Managing budgets and utilising staff resources effectively, including any delegated staff management activities. • Analysis & Decision-making – Assessing situations and making sensible decisions using all the information available to you at the time, despite pressures. • Planning & Organising – Being able to plan, communicate and coordinate complex activities in advance; to display excellent time management and prioritisation skills; and to alter plans when circumstances change. • Working in Partnership – Working effectively as a team, plus negotiating, networking and sharing information with internal and external stakeholders (e.g. funders, partnership organisations) as required. Additionally, it involves successfully marketing the services to people with support needs and/or organisations. • Building & Maintaining Relationships – Demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication and respect for other people. • Empowering People – Being able to support others in a practical way whilst respecting their needs, choices and dignity. It also includes providing appropriate motivation, encouragement and constructive feedback.
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