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| Assistant Director, Employability **Job Description and Personal Specification** | |
| **Role:** | Assistant Director, Employability |
| **Place of work:** | Home Based (with travel across various national sites) |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade** | Assistant Director Grade, Various Zones |
| **Reports to:** | Director, Employability and Skills |
| **Level of screening:** | Enhanced DBS |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

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| Where you fit in |
| This post presents an exciting opportunity to lead on the development and delivery of a portfolio of Catch22 Employability contracts, focusing on contract management, performance monitoring and business development.  This role will involve working in close partnership with Corporate, Voluntary Sector and Public Sector organisations to promote and deliver our services and achieve the required outputs and outcomes.  You will be responsible for ensuring all services are demonstrating impact, are contractually compliant and meet Catch22’s reporting mechanisms. You will develop service provision to ensure best practice and leading edge services are available to all service users.  You will be accountable for creating an environment in which staff are engaged and empowered to achieve greater impact and understand the strategic vision of Catch22.  You will proactively promote the values, aims and objectives of Catch22 and show understanding and commitment to the needs of service users and their local communities and how Catch22 Employability services can most effectively address these needs.  The successful candidate will work as part of our Senior Leadership Team, in partnership with the Business Development team and other Catch22 Hubs to provide subject matter expertise to assist in the identification & tendering of future contracts, thus enhancing and expanding our organisational footprint.  Ultimately, you will lead our teams to achieve our Employability Plan objectives.. | |
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| Main Duties & Accountabilities |

* To be responsible for a portfolio of Catch22 contracts within the Employability Division.
* To provide strategic oversight and management of Catch22’s vision, aims and objectives alongside those of the customer/commissioner.
* To support the Employability Director in the development and delivery of a growth plan appropriate to the opportunities and potential presented by their area of business.
* Through monitoring and management, to be accountable for the delivery of high quality, cost effective services in line with commissioner and organisational requirements.
* To implement Catch22 evidence based performance improvement systems and processes in order to continuously improve the efficiency and effectiveness of service delivery and organisational performance and ensure compliance with contractual requirements and standards.
* To ensure that effective performance and impact monitoring and management information systems are in place to support both contract compliance and organisational reporting requirements.
* To ensure that contractual and operational risks are effectively and transparently assessed and managed.
* To maximise the performance and contribution of staff in meeting set objectives through staff supervision, performance management, appraisal, training, consultation and service/team meetings.
* To assist the SLT in developing systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
* To collaborate with service users to ensure that they are involved in co-creating the service so that it addresses their priorities and needs.
* To ensure that your professional awareness of best practice and service innovation is maintained and shared with all staff.
* To act as an ambassador for Catch22 upholding and promoting our organisational values
* Ensure that all staff maintain high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks.
* Ensure that disciplinary, complaints and grievance procedures are appropriately managed, including the undertaking of investigations and the conducting of disciplinary interviews when required.
* To sustain positive working relationships with Catch22 corporate services, including Business Development, Finance and Comms / Marketing to ensure effective joint working and collaboration.
* Annual agreement and review of targets, competencies and personal development plans for all supervised staff in line with Catch22’s PEF Process.
* To attend networking events as and when required.
* To ensure that Catch22 environmental and health and safety risk assessments are completed and reviewed timely on each site.
* To ensure all safeguarding concerns are managed in accordance with organisational and establishment policies and agreements and that records and monitored and maintained providing information to Catch22 as part of annual reports.
* Ensure consistent and effective implementation of Catch22’s Equal Opportunities & Diversity policy and procedures across each site.
* Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users.
* To deliver organic growth from the service and funding base for which they have management responsibility – developing and maintaining local commissioner and stakeholder relationships and networks and ensuring that opportunities for Catch22 to grow are encouraged, promoted and acted upon.
* To inform and deliver a service-based development and growth plan as a part of a wider growth strategy, to manage and maximise the key relationships for which the post holder is responsible and the key opportunities it is agreed they will lead on.
* To ensure positive relationships and intelligence sharing with existing commissioners – acting to encourage growth opportunities and to ensure that Catch22 benefits from those.
* To identify opportunities to promote the work and achievements of Catch22 and its Service Users and progress these in consultation with the relevant media advisors in accordance with organisational policy.
* To recruit, coach, develop, motivate and manage the post holder’s direct reports in accordance with the Catch22 competencies and staffing policies and to ensure Catch22 Employment Policies are adhered to.
* To be accountable for the people management practices in their services, taking active steps to ensure that these reflect organisational policy and good practice, and that staff feedback is considered and acted upon where appropriate (e.g. Staff Surveys).

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| Organisational Relationships |

* Reports to the Director of Employability and Skills.
* Liaises closely with key stakeholders such as Trustees, Chief Officers, Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

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| Assistant Director, Employability: Person Specification | | | | |
| **Criteria** | **Essential** | **Desirable** | **How they will be assessed** | |
| **Qualifications / Experience** | Experience of delivering services in the Employability Sector  Experience of leading a multi-site teams working with vulnerable people  Experience of planning and providing services to vulnerable and long term out of work customer group | A qualification in leadership and management (or working towards)  A qualification relevant to working with under-supported people  Ability to work as part of a team and on own initiative | A, I  A, I  A, I | |
|  | Ability to work on an inter-agency basis  Experience of working in partnership with commissioners, stakeholders/other providers and funders to deliver high quality services.  Experience of leading, engaging and motivating staff in a challenging organisational environment.  Experience of delivering local innovation within corporate frameworks. |  | A, I  A, I  A, I  A, I | |
| **Knowledge** | A track record of developing and using relevant management information/quality systems to ensure high levels of operational and contractual performance. | In-depth knowledge and understanding of the unemployed sector | A, I  A, I | |
|  | An understanding of how business processes and infrastructure impact on organisational effectiveness and efficiency  Knowledge and understanding of the issues faced by long term unemployment  Experience of working within an organisations policies and procedures, including those relating to health and safety, confidentiality and handling sensitive information | The ability and willingness and flexibility to work outside office hours, if required | A, I | |
|  | An understanding of contracts and contractual practice in a service delivery environment | A,I | |
|  |  | A,I | |
| **Skills/Abilities** | A passion for achieving positive outcomes for those within the employability sector  Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.  Able to negotiate and influence current and potential commissioners and funders and build positive relationships.  Able to effectively prioritise and delegate.  Able to confidently and assertively address difficult issues where necessary –diagnosing problems and achieving satisfactory resolutions. | Risk assessment and risk management skills  Able to appreciate and articulate the role of ICT in the effective delivery of services and programmes  An engaging and confident public speaker | A, I  A, I  A, I | |
|  | Able to meet local needs within corporate frameworks.  A personal commitment to on-going professional development. | Highly competent in the use of I.T. including associated Microsoft Office and Apple applications and tools | A, I  A, I | |
|  | Experience of managing senior staff |  | A,I | |
|  | A track record of establishing project monitoring and evaluation frameworks, ideally with some knowledge of output /PBR based funding | Experience of setting up a new service and of establishing procedures, processes and protocols | A,I | |
|  | Experience of achieving outcomes on time and within budget |  | A,I | |
|  | Experience and skills to lead a team, setting objectives and priorities monitoring performance against agreed targets |  | A,I | |
|  | The ability to effectively manage service development, evaluation and review |  | A,I | |
| **Other** | An understanding of, and commitment to, the promotion of service delivery in an equal opportunities framework, including anti-racist, anti-discriminatory team and professional practice..  Understanding of Health and Safety at Work  Assessed as suitable for working with a young/vulnerable person following an Enhanced DBS check. | Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle  Developed and implemented innovative services to meet minority needs  Evidence of promoting equality and diversity in employment practice with staff and/or volunteers | A, I  A, I  A, I  A, I | |