

Training & Support Team Manager

Recruitment Pack – Aug 2021

Core Message

We see potential in everyone.

Our Vision

we believe that all people regardless of age or circumstance can access fair, sustainable employment that improves their quality of life..

Our Mission

We work towards our vision by offering:
Support to Progress: Space to Thrive: Opportunities to Work

Our Values

We are honest in our words, compassionate in our approach and consistent in our actions.

Closing Date Midnight Sunday 5th September 2021
All applications must be submitted by email to
tom@stirlingcommunityenterprise.co.uk

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*Read this document in conjunction with forms:

- SCE Application Form
- SCE Equal Opportunities Form

Welcome

Thank you for your interest in the role of Training & Support Team Manager with Stirling Community Enterprise. This recruitment pack and accompanying application and equality and diversity forms provide you with all relevant information relating to the post and details of the application and interview process. We hope that you find this useful and look forward to receiving your application.

This is an exciting opportunity for a passionate and experienced individual, with a proven track record of project delivery and programme management, to guide the delivery and expansion of our vital skills training, employability and support services.

About Us

Stirling Community Enterprise is an established training, support and employability Social Enterprise which works throughout the Stirling Council area, and beyond, empowering those experiencing barriers to employment to achieve their potential.

Working in close partnership with Stirling Council and a range of public, private and third sector organisations, we pride ourselves upon providing a person-centered approach, guided by the needs of the individual and grounded on a relationship of trust. Support offered to those accessing our services includes 121 mentoring, disclosure support, employability skills and work experience as well as both nationally recognised, accredited and in-house, qualifications and sector specific training across a range of industries.

This role represents the next step in an exciting period as we seek to ensure that those in need of support have access to high quality, tailored interventions designed to break the cycle of deprivation, increase confidence and empower those in most need to become active citizens.

We have recently revised our strategic plan to ensure we are best placed to support our communities over the years ahead this includes the following aims, goals and principles.

Our Strategic Aims

Perspective	Our 5 Year Aims
Vulnerable and Disengaged Residents	Increased ability to move out of poverty, towards learning or employment. More engaged as active citizens in activities to assist in their goal of securing and sustaining work
Learner Diversity & Service Reach	Increase diversity of learners (age, gender, location, etc) Reduce barriers to engagement through outreach work.
Business Management	Improve our market presence through improved communications. Maximise rental opportunities with partner organisations. Develop the Hub campus to broaden offer.
Learning & Growth	Embed volunteers within the delivery of our services. Grow our team to reflect the new audiences we work with. Enhance the evaluation and monitoring of the impact of our services through work with Stirling University.
Financial	Diversify income streams through fundraising and social enterprise activity. Develop and deliver new partnership agreements & projects.

Our Strategic Goals

Due to the current uncertainty caused by the global pandemic our Strategic Goals will remain under review however we remain committed over the course of the next 5 years to:

Our Delivery Goals over the 5 years are	Total
To support learners from priority communities to access person centred employability support	1000
To support learners to improve their employability skills	600
To support learners to achieve accredited training awards	400
To support learners to progress into employment, Further Education, training or volunteering	300
To facilitate supported work experience placements	100
To engage employers through SCEs Champion Employer Scheme	50
To create at new jobs at SCE for people within our target groups	10
To develop strategic partnerships with public, private or third sector organisations?	5

Guiding Principles and Ethos

The needs of our learners are at the heart of everything we do. We understand the roles of our partners and are focused on providing a person-centred approach, tailored to the circumstances of each of our learners and remaining flexible at all times.

Our Guiding Principles

The work we deliver is guided by the Four Pillars of the Wellbeing Economy, recognising the need for a holistic approach to delivery to ensure long term sustainability. Within the context of our strategy the needs of people and the communities within which they live will take precedence, underpinned by a commitment to partnership working, enterprising activity and mitigating our impact on the environment.

People - Our Learners

The needs and wellbeing of our learners is the primary focus of our service development and delivery, ensuring those experiencing significant barriers to training and employment are supported to progress in life.

Partnerships

We are committed to working in partnership with our communities whilst lead on and contributing towards partnerships with public, private and third sector organisations in response to identified needs and emerging priorities.

Enterprise

Opportunities to provide and facilitate work through social enterprise activity will be explored to meet emerging gaps in provision and to support a community based and sustainable approach to service delivery.

Environment

Underlying our core activities we will work to reduce our impact on the environment, whilst supporting the wellbeing of communities through active participation in the improvement of their local environment.

About the Role

You will lead our highly experienced training and support team in the delivery of existing contracts and agreements, with line management responsibility of a passionate group of trainers, mentors, and key workers. You will work collaboratively with partners in the third, private and public sector including developing and managing partnership projects, securing funding where necessary and reporting on outcomes. You will support the launch of a new digital delivery platform including managing the production of new content and ensuring effective client management.

You will play an active role on the Senior Management Team, reporting to the Managing Director, contributing to strategic planning, and representing Stirling Community Enterprise at a local, regional, and national level.

About You

As an experienced manager with exceptional communication and planning skills, alongside a good working knowledge of the employability and/or training sector, you will have recent experience managing complex workloads and a proven track record of making best use of the skills and experience within your team.

You will have demonstrable project management, organisational and decision-making skills. As a confident communicator you will be proficient in tailoring your communication style to meet the needs of your audience and that of the organisation.

Job Description

This job description may be amended from time to time dependent on job requirements and Service provision.

Section A

Post Title: Training & Support Team Manager
Location: 146 Drip Road, Raploch, Stirling FK8 1RW
Reports to post (Title): Managing Director
Service: Stirling Community Enterprise LTD (SCE)

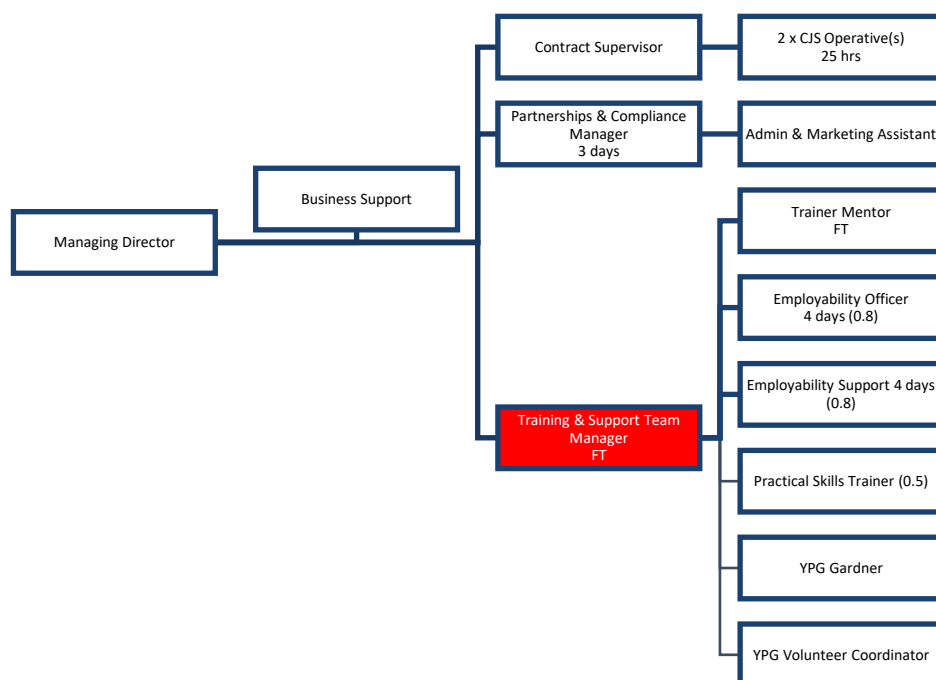
Grading Section

Eval Ref. 3321
Grade. G11

Section B

ORGANISATIONAL RELATIONSHIP and EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. Also described is responsibility for employees, (if any).



This post has management responsibility for Six employees as well as responsibility for project trainees, YPG work Placements, Partners and volunteers.

Section C

PRINCIPAL PURPOSE and OBJECTIVES

This section lists the main (headline) responsibilities / accountabilities of the job.

To work with the Stirling Community Enterprise (SCE) Senior Management Team and Board to manage and develop all aspects of the Training and Support arm of the business, ensuring it is effective and sustainable and delivers to the company's Business Development Plan, company policies and procedures and relevant national and local Frameworks, Agreements and Strategies.

Section D

MAIN DUTIES and RESPONSIBILITIES

This section provides detail of the main responsibilities / accountabilities. Individual tasks may be included. Note, these are illustrative only and are not exhaustive.

The post holder will be responsible for the overall management and development of the organisations Training & Support services, under the direction of the Managing Director, as listed below.

- Line management responsibility for the Training & Support team ensuring that all staff are supported to work together for the benefit of our service users. This includes making best use of staff skills and experience, coordinating team meetings, identifying opportunities for staff development and carrying out 1-2-1 and support meetings.
- To develop and manage the Training and Support arm of the company including but not limited to promoting and delivering accredited and in house training and personal development support to employed and unemployed individuals and groups.
- To ensure that a holistic learning and training approach is delivered to and for the benefit of the clients from induction through training, personal development, job search, exit and aftercare.
- To develop new and innovative approaches to delivering training and support to our client groups, including the development of project plans, delivery of projects and reporting on outcomes.
- To control and manage the Training & Support budget and any grant funds secured, making sure that activities are carried out within budget and financial procedures are met.
- To put in place appropriate systems to ensure that client and other records are up-to-date and compliant with legal and company requirements as well as those of funding, audit and other regulatory bodies.
- To ensure that all information required by accrediting and funding organisations is made available as and when required.
- To represent SCE on strategic and working groups such as with Community Planning and other partners as required.
- To support the SCE Board in fulfilling their responsibilities including providing regular progress reports, making presentations as required and advising on matters as they arise.
- To lead on the development, implementation and management of all aspects of volunteer integration and management across the organisation including mentoring.
- Play an active role in the organisations Senior Management Group and Health & Safety sub group.
- Any other duties as may be considered appropriate for this post.

Section E

RESPONSIBILITY for PHYSICAL ASSETS, DATA and FINANCE

This section details responsibility for **physical assets**, eg. vehicles, buildings, stock control / procurement, **data**, eg computers, record keeping, **finance** eg. budget holding / monitoring / cash handling.

Budget holder, authoriser of spend and responsibility for generating income for the SCE Training budget

Use of purchase cards to authorised limits - £3,000 per single transaction, £4,000 per month.

Keyholder for the SCE building.

Section F

COMMUNICATIONS SKILLS

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the postholder.

This role requires a high level of communication skills including verbal, written and digital literacy. Advising and guiding on complex issues or seeking and providing non-routine information and often making presentations to the following contacts.

Internal: SCE employees, Senior Management Team and SCE Board Members. Providing fair and consistent line management support and direction to those employed within the Training and Support team, including future staff or volunteers. Providing training and guidance to learners from the local community who may come from challenging social backgrounds.

External: Including but not limited to - Stirling Council including Elected Members and various Services, Community Planning Partners, Forth Valley College, Skills Development Scotland, Scottish Qualification Authority, Falkirk Solutions, The Bridge, Scottish Prison Services. Local employers and sub contractors, customers and contractors, local community including parents of trainees, Job Centre Plus, Department of Work and Pensions (DWP), and related organisations.

Section G

MENTAL SKILLS

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

- Excellent communication, project management, contract management, negotiation skills and confident decision-making skills.
- Ability to work as a team member while still delivering individual outcomes.
- Ability to confidently manage new and experienced employees through periods of change.
- Flexible to sacrifice individual progression for the overall benefit of the team.
- Innovation and creativity.
- Analytical and financial management skills.
- Strong technical competence and up to date knowledge of trends and practices in the field of training and social enterprise working.
- Principles of confidentiality, equal opportunities and non-discriminatory practice at all times.

Section H

WORKING ENVIRONMENT and PHYSICAL EFFORT

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

The post will be office based working at a desk in an open plan office with the option to work from home when practical and in line with management and output requirements.

- Work the necessary times and hours that are required to deliver the project.
- Be able to demonstrate job commitment – essential.
- To work individually or as part of a team to meet tight deadlines.
- To be knowledgeable of all health and safety responsibilities and to apply these to oneself and others.
- Willing to travel throughout the Stirling Council area and beyond as required to complete the duties of the role.

Section I

KNOWLEDGE and SKILLS

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- A recognised qualification in a relevant discipline to at least degree level. If no degree is held then there must be significant work experience in a relevant area.
- A team player with experience of successfully leading and developing experienced teams to achieve organisational goals.
- Experience of vocational training with young people and adults with multiple barriers to employment.
- Ability to communicate politely, articulately and confidently both verbally and in writing with a wide range of people from the most senior person in an organisation to young people from challenging social backgrounds.
- Adept in devising training and support programmes and materials with excellent project management, evaluation and reporting skills.
- Negotiating skills and decision-making experience.
- Solutions focused with good organisational, administration and problem-solving skills.
- Flexibility to undertake a variety of specialised tasks and a desire to learn and develop skills beyond those which he/she initially brings to the post.
- Have the appropriate checks and documentation in place to ensure compliance with Disclosure Scotland requirements for working with vulnerable individuals and groups.

Desired Criteria:

- Qualified SQA Assessor / Internal Verifier.
- Experience of working with and reporting to Skills Development Scotland.
- Experience in digital communications and online training.
- Existing relationships with local employability, training and support providers.
- Experience of sourcing and securing funding streams.

SUMMARY OF MAIN TERMS AND CONDITIONS

Type of contract	Full Time, Initial 24-month fixed-term contract (with the possibility of an extension subject to ongoing funding). Secondments will be considered.
Grade and salary	Grade G11: £38,238 - £40,560 New entrants will normally commence on the first spinal point (dependant on qualification and experience). Salary spinal point increment is applicable every 2 years until the top of the scale is reached. Inflationary increases are also applicable each April.
Hours of work	Full-time hours 35 hours per week. We also offer flexible working opportunities.
Office location	Drip Road, Stirling FK8 1RW
Pension scheme	All employees are automatically enrolled in the Peoples Pension scheme. Contributions are made by both the employee (4%) and employer (3%).
Annual leave	Leave entitlements start at 29 days per annum and increase in line with length of service. In addition to this, we also have 7 fixed public holidays when our offices close.
Business travel	Mileage rates are £0.45 per mile up to 10,000 miles and £0.25 per mile thereafter in a rolling year from 1 April to 31 March. Public transport for business will be reimbursed through expenses.
Other benefits	<ul style="list-style-type: none"> ▪ Staff development and training provision ▪ Cycle to work scheme ▪ Staff reduced gym membership ▪ Occupational health services

RECRUITMENT AND HOW TO APPLY

The SCE recruitment team will coordinate candidate communications including application confirmation and the scheduling of each stage of the recruitment and selection process.

Recruitment stage	Timescale
Advert Opens	19 th August 2021
Closing Date	Midnight Sunday 5th September 2021
Proposed Interview Date	Friday 10 th September 2021

How to apply

Please refer to the Job Description and Person Specification included in this pack for further details about the role. Please demonstrate in the application form how you meet the requirements of the role.

To apply for this post please submit the following:

- A completed application form to tom@stirlingcommunityenterprise.co.uk quoting 'Training Support Team Manager Application' as the email subject.
 - Cover letters will not be considered as part of the application process.
 - Due to remote working during COVID postal applications can not be received.
 - Applications received after the closing date will be deleted and not considered.
- A completed Equality Monitoring form. This section of your application will not be made available to anyone responsible for shortlisting and interviewing for the post.

If you are successful at the shortlisting stage, we will invite you to a selection and interview day.

You will be required to bring the following.

- A valid Passport or other evidence of your right to work in the UK (See note1 below).
- Three types of proof of ID (one being photographic). This will be checked and copied by the interview and selection panel. If you are successful, this will be used for a PVG / Disclosure Scotland check. If you are unsuccessful, your documentation will be confidentially shredded.

Special requirements for interview and selection days

Where appropriate, we will discuss any reasonable adjustments to the recruitment process to ensure that no candidate is disadvantaged as a result of a disability or any other health condition. If you require any special arrangements for your participation in a selection event, please indicate this prior to interview.

After the interview and selection day

We will contact you as soon as possible to let you know the outcome of the interview and selection process.

If you are successful and you accept a position with us, we will apply for your references and ask that you complete a pre-placement Disclosure Scotland/PVG check.

As soon as the pre-employment checks are complete, we will discuss a suitable start date with you and provide you with a contract of employment and a starter pack.

Note 1 - Evidence of right to work in UK (for guidance only)

All Employers have a legal obligation to confirm the identity of the individuals they are actively recruiting and their right to work in the UK, in order to comply with the requirements of the Immigration, Asylum, and Nationality Act 2006 (as amended Feb 2008).

Please provide either one document from list or two of the documents from List 2.

List 1

Any **one** of the documents listed below will provide the necessary evidence of the right to work in the UK.

- A passport showing that the holder is a British citizen, or has the right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country* or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the United Kingdom to a national from the European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work the employer is offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

List 2

Two of the documents in the combinations listed below will provide evidence of the right to work in the UK.

First Combination

- A document giving a person's permanent National Insurance number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency

AND one of the following documents:

- A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents or
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland or
- A certificate of registration or naturalisation stating that the holder is a British citizen or
- A letter issued by the Home Office which indicates that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay or
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay or
- A letter issued by the Home Office which indicates that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering or
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering.

Second combination

- A work permit or other approval to take employment that has been issued by Work Permits UK

AND one of the following documents:

- A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question or
- A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.