



**EDINBURGH, MIDLOTHIAN  
& EAST LOTHIAN**  
Developing the  
Young Workforce



**Edinburgh Chamber of Commerce  
(Developing the Young Workforce Regional Group)**

**Job Description**

**Developing the Young Workforce Programme Operations Manager – Maternity Cover**

**Contract: 35 hours per week, Monday to Friday. Fixed Term Contract to March 31<sup>st</sup> 2023\***

**The Role:**

The DYW Programme Operations Manager will be line managed by and report to the Regional Programme Director and is responsible for operationally managing and coordinating a programme of work to effect real change around youth opportunities and greater employer engagement in this process. The main focus will be to deliver an employer-led programme of work, through a team hosted by The Edinburgh Chamber of Commerce and supported by the Regional Board and Working Group to achieve the KPIs and outputs agreed with the National Group and Scottish Government. This is an externally-facing and high profile role within the business and education community, working in partnership with a wide range of stakeholders.

Working with education and employers, the role will be responsible for leading a team to develop the curriculum and skills development offering for young people. Ensuring it is rooted in industry needs and support for future business vitality, whilst giving a robust route to meaningful and appropriate career opportunities. The team will provide employer engagement support for work-based learning and wider activities to inform, inspire and hire youth talent in our region.

Partnership work is key; the role will be responsible for operational partnerships between SDS, College and wider partners in the DYW space. The role will lead operationally with employer groups that feed into strategic national work streams and KPIs.

Possessing excellent management and communication skills and demonstrating competence in dealing with businesses and education at all levels up to the highest senior management, the Programme Operations Manager will support all aspects of the programme including supporting planning and delivery on the ground and representing the Group within the Edinburgh, Midlothian and East Lothian landscape of Business and Education. A key element of the role is to develop and maintain excellent relations with and knowledge of employment and skills issues and be able to communicate the benefits of vocational training and youth employment. Fundamentally you will be able to lead a team to interpret the needs of business to Education, the skills curriculum and vocational qualifications to business.

The Programme Operations Manager will support and manage the delivery of projects defined by the Regional Development Fund and will ensure there is universal delivery of initiatives throughout the region under a single brand and identity.

**Responsible to:**

The Programme Operations Manager is responsible to the Programme Director and ultimately the Regional DYW Board.

**Responsible for:**

Line Management of 3 Programme Delivery Managers who line manage a team of 17 DYW School Co-ordinators and overseeing the sub-contracted management of a wider team of DYW School Coordinators.

### **Overall Purpose of the Post:**

- Developing and supporting the Director to create a work plan to deliver agreed KPIs.
- Leading and managing a team to deliver the work plan, develop the curriculum and skills development offering:
  - Ensuring it is rooted in industry needs and support for future business vitality, whilst giving a robust route way to meaningful and appropriate career opportunities.
  - Ensuring employer engagement activities are strategically driven, solution-focused and targeted to need.
- Representing the Group at relevant operational forums
- Connecting and maintaining relationships with key stakeholders in the Region within the Business and Education communities

### **Main Duties:**

- Managing own and Programme Delivery Managers' work plans to achieve all KPI and Outputs, leading the team, coaching, performance review and management.
- Supporting the delivery of the work plans at a Regional level.
- Managing regional and local events with the support of the team.
- Working with partners, employer groups and wider working groups to drive collaboration, identify opportunities for development, deliver regional and local impact and plan for sustainability.
- Recording data and producing reports for Working Groups and support for Scottish Government KPI Reporting and for the Regional Director.
- To cover duties of other team members, where required, during periods of holidays and sickness.
- Any other duties as appropriate to the post.

All of the responsibilities and duties are to be carried out according to the Edinburgh Chamber of Commerce's standards, policies and procedures.

**\*The Role is Full Time, Fixed Term until March 31<sup>st</sup> 2023 pending grant funding agreement on a yearly basis and agreed maternity cover arrangements.**

***This job description is open to review at any time and was last revised in April 2022.***

## Edinburgh Chamber of Commerce

### Person Specification: Programme Operations Manager

	Essential	Desirable
<b>Skills, ability, knowledge</b>		
A track record of proven management ability and experience allied to education and employability and an understanding of the Edinburgh Business community.	√	
Excellent verbal and written communication skills with attention to detail and accuracy.	√	
A proven competence in dealing with a wide variety of businesses at all levels up to the highest senior management.	√	
Ability to work with key staff to develop relationships with a wide variety of colleagues and stakeholders.	√	
Outstanding interpersonal skills with presentation that represents the company image.	√	
Competent knowledge and use of IT/computer skills and database management.	√	
Ability to manage own workload, working as part of a team ensuring delivery of team KPIs.	√	
Knowledge of budgeting, forecasting and monthly reporting.	√	
Knowledge and Understanding of vocational training including Modern Apprenticeship framework		√
Knowledge of local employment climate – particularly young people	√	
<b>Personal Qualities</b>		
Innovative with the ability to use initiative.	√	
Highly driven, enthusiastic and motivated.	√	
Strong communication and interpersonal skills with the ability to develop relationships and communicate at all levels.	√	
Keen networker.	√	
Enthusiastic and flexible with a 'can do' attitude.	√	
<b>Qualifications/Experience</b>		
Experience of leading teams to achieve KPIs, managing performance, coaching and developing staff.	√	
Proven track record of programme management and business or employability experience.	√	
Substantial experience of working with a broad range of stakeholders across all level.	√	
Good knowledge of education and employability	√	