

ROUTES TO WORK LIMITED

JOB PROFILE

Job Title:	Team Leader
Reports to:	Operations Manager
Location:	Delivery Centres – North Lanarkshire
Salary:	£43,750 per annum

Job Outline

Responsible for the delivery of employability services encompassing one or more of the services as described in the additional information below. The post holder will be responsible for delivery across an agreed geographic area and will have accountability for ensuring contractual targets and quality & compliance standards are achieved by all staff in their team.

The role involves leading and managing the service delivery teams and ensuring that staff resourcing across all activity is appropriately reviewed and applied to ensure optimum performance is achieved against key Service Level Agreement /Contractual targets. This post may be subject to basic disclosure or Membership of the PVG scheme.

Main Duties and Responsibilities

- To line-manage the activities of staff within the service ensuring that the individual client caseload and associated outcome targets as outlined in the project specifications are achieved including 1-2-1 supervision, support and implementation of the capability and performance management policy as necessary.
- To achieve compliance & quality standards and outcome targets as agreed in the relevant contracts/service levels agreements.
- To liaise with other Team Leaders across the company to ensure that services are effective and consistent across the company
- To support the Operations Manager in the reporting of project activities to the Head of Operations, Depute Chief Executive, Chief Executive, Board of Directors & key partners.
- To ensure staff are capable of delivery of services across the varying investment streams and have the appropriate skills and knowledge necessary for effective delivery – identifying any gaps and agreeing development plans where required.
- To work closely with the Corporate Team Leaders to develop and implement monitoring & quality assurance systems for effective project delivery and to the relevant standards.
- To ensure that staff are tracking & accurately reporting client activities and outcomes within the relevant client tracking databases within agreed contractual and/or company prescribed timelines and quality standards.
- To liaise with appropriate key partner representatives from across the delivery partnership as required to discuss and agree mutually beneficial activities which will aid further development of the effectiveness of our model.

- To lead on co-ordinating functional aspects of the delivery model (e.g. in work support, childcare etc) ensuring good practice and activities and resources are maximised

Key Tasks

- To support the Operations Manager in the development of the services and achievement of key operational and company objectives.
- To line-manage the activities of the staff team, ensuring that the full range of available support is provided effectively to clients to ensure achievement of outcome targets as outlined in the contracts / Service Level Agreements.
- To take responsibility for managing staff performance against forecasts or other deliverables and managing delivery of the Services, ensuring individual and team targets are met.
- To ensure staff are capable of delivery of services to expected levels and have appropriate staff development plans. To carry out annual staff appraisals and implement staff training & development programmes as necessary.
- To attend and represent the company at operational forums and liaise with appropriate key partner representatives from across the delivery partnership as necessary.
- To liaise with partners in the locality and ensure RTW's profile is high and that the referral pathway is easily accessible, this may include local partnership agreements or protocols
- To adhere to the requirements of the quality assurance systems, ensuring compliance with quality assurance standards, fraud prevention strategy and contractual requirements
- To ensure all aspects of the end-to-end delivery model are operating effectively within and across teams
- To deal with day-to-day premises, repair related and health & safety functions for the delivery office, including carrying out risk assessments
- To provide leadership to the team, leading by example and role modelling RTW's agreed management charter standards of conduct and behaviour.
- To ensure Management Information Databases (Hanlon) is properly managed and maintained to ensure accurate claims are being made against our contracts.
- To ensure that minimum contractual standards are met in relation to service delivery and that accurate and up-to-date records are maintained via the Management Information Databases.
- To ensure any expenditure is managed within the localised budget that has been set and any anticipated variances are highlighted at the budget review meetings
- To ensure that RTW staff comply with Health and Safety at Work procedures and any relevant legislation and ensure that safe systems of work are used at all times.
- To prepare management reports as required for the Operations Manager.
- To represent RTW at conferences, seminars and public presentations as required
- To undertake any other duties as required by Operations Manager, Head of Operations, Depute Chief Executive or Chief Executive to ensure achievement of objectives agreed within the Contracts / Service Level Agreement.

Job Related Key Competencies

<p>1. Inspires others to achieve Is able to gain buy-in from people to achieve results and gains in performance.</p> <ul style="list-style-type: none"> • Helps colleagues to perform to their best • Expresses suggestions in a clear and enthusiastic manner • Identifies and resolves problems, gaining agreement to achieve common goals • Knows how to access information and knowledge within the business • Engages and motivates others • Sets clear and effective performance expectations • Encourages others to take ownership of their own development • Is consistent in words and actions • Defines relevant actions whilst acknowledges own role in change • Builds coherent plans • Lives the values • Finds ways to motivate others to a course of action • Demonstrates high standards in personal performance • Seeks opportunities to reinforce RTW values • A great coach who creates a supportive and challenging environment • Understands the implications of decisions 	<p>2. Generates a robust and compelling future Is able to instil a strong vision and guide people towards it using business management tools</p> <ul style="list-style-type: none"> • Generates enthusiasm about the vision • Understands the future direction • Sets well defined and appropriate objectives • Keeps the business context in mind when dealing with day to day issues • Understands the business performance indicators and how they are impacted • Uses consistent & aligned performance measures • Understands all stakeholders and the operating market. • Responds positively to changing business issues • Absorbs changes without being blown off course
<p>3. Continuous Performance Improvement Is able to create an ethos of continuous improvement through reflection, learning and making positive changes</p> <ul style="list-style-type: none"> • Acknowledges mistakes without attributing blame • Identifies and applies lessons from relevant past projects • Applies benchmarking approaches to identify improvement opportunities • Participates in post project reviews/evaluation 	<p>4. Nurtures our dynamic culture Is able to display the values of RTW in all work activities Involves people in decision making to encourage ownership and responsibility</p> <ul style="list-style-type: none"> • Recognises and values people for their contribution to RTW • Ensures people have the knowledge, skills and behaviours to make a significant contribution to RTW • Supports a pro-active, inclusive and quality driven working environment

<ul style="list-style-type: none"> • Develops a key understanding of why issues arise and provides learning for the team • Challenges team to seek out best-in-group performance and learn from it • Acts as a role model and challenges others to take time to reflect, think and learn • Makes time for self reflection 	<ul style="list-style-type: none"> • Develops a working environment where people are valued for contributing to the culture • Promotes the RTW culture by being a role model for the team • Has the trust and respect of the staff teams in order to provide both feedback and ideas to implement change
<p>5. Delivers excellent performance Is able to keep focussed on performance whilst having an awareness of the bigger picture</p> <ul style="list-style-type: none"> • Delivers required performance consistently and focuses on priority tasks • Keeps sight of long-term objectives in daily work • Sets appropriate and consistent performance standards • Is consistent in addressing performance issues within teams • Monitors progress against agreed plans • Gathers complete data on performance and then formulates decisions/ actions • Seeks others' ideas in tackling problems • Takes action to solve problems in a timely manner • Addresses performance issues with others openly and with support • Shows resilience in dealing with setbacks • Reviews and adapts individual and team objectives / targets according to changing needs, achieves agreement and actions to meet them 	<p>6. Demonstrates a passion for meeting stakeholders needs Is able to identify, balance and meet the needs of all stakeholders</p> <ul style="list-style-type: none"> • Motivates others to achieve a positive stakeholder/client experience • Seeks opportunities to enhance the stakeholder/client experience • Uses data to create stakeholder/client insight and enhance the service proposition • Innovates the service/ product proposition • Establishes industry leading levels of service provision • Defines and identifies who the key stakeholders are for RTW • Knows how to satisfy each stakeholder to ensure complete satisfaction • Ensures service users gain a voice in the development of services and implementation
<p>7. Enables others to learn and develop Is able to embed learning and development as a cultural norm and ensure it is part of a continuum of L&D within the company</p> <ul style="list-style-type: none"> • Agrees with the team the purpose, aims and content of the learning and development and own role in the process • Prepares thoroughly for own role addressing any issues in advance • Supports learning by recognising individuals' particular needs, interests 	<p>8. Encourages effective communication across RTW Is able to impart that communication is a two way process, it's role in the development of effective relationships and staffs responsibilities for proper and appropriate communication</p> <ul style="list-style-type: none"> • Identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors

<p>and styles, by using the agreed methods and approaches and, in a manner that stimulates individuals' interest, promotes development and encourages their involvement</p> <ul style="list-style-type: none"> • Develops an environment that supports learning and is consistent with legislation, policies and procedures • Gains feedback from learners and relevant others on the effectiveness of learning and development and their ideas for how it can be improved • Reflects on and evaluates the effectiveness of learning and development using feedback from learners and others • Discusses own evaluation with the team and agrees how learning and development might be improved in the future. • Can describe how they make sure people's learning and development needs are met. • Builds learning reviews into team meetings and activities. 	<ul style="list-style-type: none"> • Communicates with people in a form and manner that is consistent with their level of understanding, culture, background and preferred ways of communicating and is appropriate to the purpose of the communication and the context in which it is taking place • Encourages the effective participation of all involved • Recognises and reflects on barriers to effective communication and modifies communication in response • Provides feedback to other workers on their communication at appropriate times • Keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures. • Communicates in a manner that is consistent with relevant legislation, policies and procedures. • Modifies style of communication to each situation/audience.
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