



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Employment & Skills Officer		
GRADE:	G9	SERVICE AREA:	Regeneration, Housing & Economy
JOB CODE:	REGS01700		
REPORTS TO:	Employment & Skills Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Evening working and weekend working may be required to serve various meetings, steering groups and committees and to fit in with customer needs The role will be subject to degree level or equivalent experience This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Main purpose of the job role:

- To support the Team Leader in the delivery, development and day-to-day management of the Employment & Skills service.
- Support the delivery of strategies, partnerships, programmes and projects as a means of enhancing the Employment and Skills service and, the delivery of services, which ultimately places service users into sustainable employment or training.
- Lead on gathering labour market information and analyse data to understand the economic issues faced by key stakeholders and employment and skills barriers faced by clients, to assist in designing interventions that support the skills needs and requirements of local employers, partners and local residents, which guides the work of the Economy, Environment & Communities Directorate.

2. Role specific duties and accountabilities:

1. Responsibility to support the development and delivery of an effective and responsive employment and skills service that provides information, guidance and employability support to clients, which complements services provided by internal and external partners.
2. To lead on and support the Employment & Skills Team Leader, in the effective management of delegated employment and skills programmes and projects, ensuring that they are:
 - Planned and executed to deliver successfully and fulfil agreed actions
 - Achieve the agreed outcomes and outputs, recommending corrective actions and alternative solutions for consideration, to meet current and future challenges and support delivery partners and contractors to get back on track
 - Prepare and submit regular performance reports setting out finance, outcomes and key milestones
 - Remain within budget and ensure delegated funding is accounted for in accordance with the council/funding body's requirements to achieve the required outputs and outcomes
 - Evaluated and analysed to assess fiscal and economic benefits
 - Sustained through development of bids for additional resources to deliver further solutions
3. Responsibility to understand and articulate the employment and skills barriers faced by customers, including residents and businesses and to lead on the design and delivery of appropriate solutions.
4. Assist with the drafting / input to a range of local and sub-regional documents and strategies, such as the Combined Authority Plans, Black Country Strategic Economic Plan, Walsall Economic Plan, Child Needs Assessment and Child Poverty Strategy for Walsall Borough.
5. Develop and maintain relationships with key stakeholders internal and external, Local Authorities, Dept for Work and Pensions, registered landlords, stakeholders, partnership groups to deliver key priorities and solutions.
6. To uphold productive relationships with the private sector and negotiate where possible, job creation, training and employment opportunities with employers, setting in place the required agreements and/or arrangements for delivery.
7. To lead on the implementation of key projects and employment initiatives as delegated by the Employment & Skills Team Leader at a local, sub regional or regional level in partnership with local authorities, the LEP and other partners and to undertake any specific work arising; to support key strategy and delivery groups such as Employment and Skills Board, Early Help Group, 14-19 Partnerships, Locality Panels, Training Providers Network. Also including the Black Country LEP, Enterprise Zones, Combined Authority, European Programmes and Big Lottery initiatives.
8. Prepare and write reports/briefs in order to represent the Employment & Skills Team at committee/project steering group boards and other stakeholder/community groups.
9. Support the delivery of maximising the Council's social value impact through development and planning agreements and through all Council procurement contracts.
10. Be a point of technical expertise and guidance to enable the Council to understand the skills and employability needs to meet our employer's needs, working with others to achieve results.

11. Bid and secure opportunities to secure external funding that enhances the Employment and Skills service, including local, national and European funding streams.

GENERIC SERVICE DELIVERY ACCOUNTABILITIES (ALL POSTS)

Services

12. To develop/support and promote a strong customer-focussed performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.
13. Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
14. To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with client departments/project coordinators/partners to ensure roles and responsibilities are clearly understood and that the outcomes for the post holder's services are achievable. To provide analyses and reports as appropriate.
15. Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the post holder's areas of responsibility.
16. To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.

People

17. Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.
18. Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.
19. To manage the performance of the service team(s) for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.
20. To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan. Manage the personal development scheme/strategy with respect to staff within the post holder's team in accordance with the council's Policies..
21. The post holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
22. To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs.

Quality

23. To support the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.
24. To promote the importance and benefits of quality and to lead the continued achievement of quality standards, including Investors in People and other relevant quality accreditations.
25. To ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations/legislation/Council standards.
26. To promote/lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working.

Resources

27. To negotiate and/or manage the financial resources required to support the Business Plan and to manage service provision within the allocated budget.
28. To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To restructure services as necessary to ensure resources are deployed to optimal effect.
29. To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.
30. To manage and monitor all service budgets as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management and administration.

General

31. The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
32. This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
33. The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in

achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Employment & Skills Officer		GRADE G9
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Demonstrates a detailed working knowledge of project management tools and techniques	A/I	3
Detailed knowledge of policies and procedures relating to funding and the monitoring of projects/programmes	A/I	3
Detailed knowledge of the Council's contract and financial rules	A/I	3
Detailed knowledge and understanding of employment and skills initiatives, programmes and funding opportunities with the ability to apply this knowledge at a practical level.	A/I	3
Detailed knowledge of national and regional key issues facing economic regeneration	A/I	3
Ability to form and maintain relationships and professional working	A/I	2
Ability to demonstrate supervisory skills in dealing with day to day people management issues	A/I	2
Effective budget management	A/I	3
Communicate, negotiate and influence a wide range of stakeholders, managers and partners from other agencies	A/I	3
Ability to develop and implement IT effective systems for performance management	A/I	3
Excellent presentation and written communication skills	A/I/T	3
Excellent organisational skills	A/I	3

Understanding of audit, procurement and contracting in a local government environment	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working in a partnership environment to develop and deliver successful regeneration (skills and employment related) projects and programmes	I	2
Experience of working in an economic development environment such as local authority, health authority, housing association, business link or private sector	A/I	3
Strong project management techniques and experience for effective project delivery	A/I	3
Experience of managing skills related projects and programmes, specifically in the delivery of positive sustainable outcomes and with conflicting deadlines	A/I	3
Experience of producing reports and action plans and presenting these at both formal and informal meetings	A	2
A demonstrable commitment to continuous improvement	I	2
Track record of consistent high achievement	I	3
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
<ul style="list-style-type: none"> • Educated to degree level or equivalent experience • Track record of and commitment to continuous improvement and professional development 	A	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by: Simon Tranter	Date: November 2016	