



<b>JOB TITLE:</b>	Bloxwich Launchpad – Programme and Centre Manager (Bloxwich Incubation, Enterprise Space and Digital Access Centre)		
<b>GRADE:</b>	G11	<b>SERVICE AREA:</b>	Programme Management
<b>JOB CODE:</b>	RT504BLOXG11		
<b>REPORTS TO:</b>	Programme Development and Delivery Manager	<b>LOCATION:</b>	Bloxwich Launchpad (Incubation and Digital Access Centre)
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Required on occasions to work outside of normal office hours</li> <li>• This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers.</li> </ul>		

*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. 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 their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council’s responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder 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.

## **2. Main purpose of the job role:**

The Bloxwich Launchpad is the Town Deal's flagship project, situated at the heart of the town centre, just off the High Street. This £3million investment is a clear statement of intent by Walsall Council, government and key stakeholders to local people and businesses. To deliver effective and first-class specialist services, support and training to local people looking to develop their skills or start / grow their business.

The Bloxwich Launchpad Programme & Centre Managers role is pivotal to the success of not only the daily functioning and security of the new built facilities, but also the content, scope, standards, reputation and the continued success and financing of the wider operational programme itself.

### **The Bloxwich Launchpad Programme & Centre Manager will.**

1. Take responsibility for ensuring the effective and on-going safe running of the centre, ensuring safe and secure use by the staff, stakeholders and visitors to both the Digital Access Centre and the Incubation & Enterprise Space on the first floor.
2. To take responsibility for the management, guidance and supervision of all staff (4) appointed as part of the postholders team.
3. To be responsible for the budgets allocated to the postholder, ensuring that they the management and monitoring is effective, ensuring that they remain within expenditure limits, taking timely remedial action as required to remain within budget.
4. To direct, support and guide stakeholders and third-party delivery organisational staff whilst within the centre as required to maximise efficiency and joint outcomes.
5. Take responsibility for the day-to-day facilities management and effective running, upkeep and the maintenance of this first-class environment for the two new facilities and their specific users and stakeholders.
6. Ensure that health and safety and security arrangements are effective and always used by staff, stakeholders and visitors, with training and advice to underpin this implemented.
7. Take responsibility for the development and approval of the long-term Launchpad Business Plan / Funding Strategy which sets out both the actual and potential support (financial and non) from stakeholders together with a rolling 3-year bidding & funding strategy.
8. To lead on the prosecution of a successful 3-year funding plan / strategy, working with (External Funding Team / Funding Bodies) to bid for and secure on-going financial support, which is critical to the overall programme's success.
9. To lead on the development and drafting and the subsequent implementation of an income generation strategy for the Launchpad that maximises income across both the short and longer term.
10. To take responsibility for the on-going development of the annual Launchpad Implementation Strategy and Plan, which will clearly set out the offers to the public, how these will be met through delivery stakeholders, and the use of the funding captured through the approved funding plan / strategy.

11. To work with the comms team and lead on the development of a communication and marketing strategy.
12. To lead on the development of a direct delivery services portfolio and compliant call off procurement arrangements, that complements stakeholder delivery.
13. To take responsibility for ensuring that services offered through the Launchpad overall are planned, delivered and supervised effectively and are what the participants require, and where not, that remedial action is implemented as soon as possible.

### **3. Role specific duties and accountabilities:**

#### ***Horizon Scanning***

- The postholder will be responsible for providing leadership, direction and forward planning to steer the long term (three year rolling period) future development and direction of the Launchpad's range of services, together with understanding where this external funding could / will come from that's capable of supporting the economic development and wellbeing of local people
- Manage and Monitor performance, gather and analyse business intelligence and feedback and continually incorporate performance and customer service improvements. Continuously evaluate the effectiveness of programs and make improvements as needed.
- Encourage a culture of continuous improvement and a "can do" approach, supporting staff training, workforce, and Health & Safety training plans.
- Leading on the undertaking independent research and co-ordinate public consultation into matters supporting Bloxwich Launchpad (Incubation and Digital Access Centre) as well as recommending and implementing improvements.

#### ***Leading People***

- Lead on all aspects of centre/project delivery liaising with Officers, Senior Managers and Council Elected Members and external stakeholders.
- Day to day management of Launchpad staff, ensuring staff are supported in their professional development, identified through their APC's, and are equipped with the necessary skills and resources to deliver quality services.
- Managing a team of specialists and providers, ensuring the centre is equipped to deliver services effectively.

#### ***Managing Resources***

- Manage the strategic development and day-to-day operational delivery of the centre (Incubation space floor, Digital access and training floor, training rooms and events space) to maximise its potential to attract users, deliver contracted outputs and outcomes
- Lead on the development, manage and evolve the Centres business plan, to maximise income (commercial income and external grants), and review costs and efficiency, and cashflow forecasts to ensure the Centre is sustainable, offers a value for money service and meet delivery plans.
- Effectively manage resources to ensure continuity and consistency of the service(s), working collaboratively with other Service Managers and Team Leaders within the division.
- Take a lead on specific in-service ICT projects, installations and up-grades including liaison with the council's ICT service, appointed contractors, designing workplace solutions, ensuring effective and appropriate governance, completing assessments such as DSE and

project delivery, which may include the removal and relocation of furniture and documentation

- Take the lead to ensure very high standard service provisions for delivery of outputs and outcomes i.e. learners and skills training. Monitor performance of providers and take action where standards are not in line with expectations.
- To provide cover at Team Leader / Site Manager level within any front-line service area within the centre; if required due to sickness, absence and / or time of service restructure to ensure continued service delivery.
- Responsible for the Facilities Management: Security of building, Issue of passes/intercom, Health and Safety, including cleaning requirements. This will include out of hours call outs should it be required.

### ***Managing Performance***

- Lead, manage and develop specific projects and plans, clearly defining the outcomes required, standards expected and prioritising workload.
- Responsible for the Monitoring and evaluation of the effectiveness of service delivery making informed recommendations for the design and implementation of service improvements.
- Manage and Co-ordinate the resultant action plans arising from, and provide support for, Internal Audit, Health & Safety inspections, external grant conditions, freedom of Information requests, data breaches, Tell Us, as well as manage queries from MPs and councillors with support from line manager. To oversee and update the risk register and contract register.
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### ***Managing Self***

- To be an assertive and confident communicator when dealing with difficult situations.
- Take a lead role in identifying improvements and new ways of working using discretion to make changes in service delivery. Embed and monitor new and improved ways of working.
- Lead and manage the development and maintenance of a robust forward plan to manage and implement changes in working arrangements; setting standards / levels of quality and expectations required from the team.
- To lead, oversee, co-ordinate and arrange the Centres marketing and promotion work to ensure that the services can maximise their income and business potential.
- To deal with enquiries independently and effectively from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the jobholder's competence and seeking guidance as and when required.

## **4. Key Stakeholders and reporting lines**

- **Reports to:** Programme Development and Delivery Manager (Programme Management Service). The appointed officer will report directly to the Programme Development and Delivery Manager and will have delegated responsibility to carry out their roles and responsibilities
- **Responsible for:** Bloxwich Launchpad Operational team.
- **To support key relationships with the following partners** (not exhaustive): Community groups, Launchpad delivery partners, Internal stakeholders, External stakeholders, Local Businesses and elected members.



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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 =S interview=I both=S/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - 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.	S/I	3
<b>Leadership</b> - 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.	S/I	3
<b>Accountability</b> - 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.	S/I	3
<b>Transparency</b> - 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.	S/I	3
<b>Ethical</b> - 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.	S/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Effective communication skills, oral, non-oral and written, tailored to fit the audience. Shows confidence and credibility	S/I	3
Ability to listen and question effectively.	S/I	3
Influence, persuade and negotiate, and resolve conflict – track record of resolving difficult situations	S/I	3
Demonstrate commercial awareness / acumen	S/I	3
Uses initiative, is innovative and drives through change	S/I	3
Ability to effectively plan, organise and manage resources and projects.	S/I	3
Proactive, hardworking, self-motivated and enthusiastic approach to work	S/I	3
Demonstrate the ability to apply previous advanced knowledge and experience across one or a mix of these specialist areas. <ul style="list-style-type: none"> <li>- Digital / learning programmes and service delivery that supports people to achieve their individual goals.</li> <li>- Service delivery that supports the creation and growth of small businesses.</li> <li>- The management of complex projects and programmes within associated areas.</li> </ul>	S/I	3

<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
Understanding of good financial governance and internal control.		S/I	3
Experience of working in a financial and commercial environment; being able to create, manage and implement a business or funding plans.		S/I	3
Experience of leading, managing, motivating, and developing a team of staff, and stakeholders, to deliver objectives and desired outcomes.		S/I	3
. Demonstrable and significant experience of managing a centre with various offers, roles and responsibilities where they have successfully developing or adapting clear Procedures and Policies.		S/I	3
Knowledge and experience of IT systems and Digital interventions		S/I	3
Knowledge and experience of delivering Business Incubation offers		S/I	3
Experience of operating within a political environment		S/I	3
Line management experience		S/I	3
Evidence of continuous professional development		S/I	2
Demonstrable and advanced experience of managing a training centre or equivalent in size / scope to the Bloxwich Launchpad / programme. (Applicants with significant experience in assisting and supporting a centre looking to step up to lead may be considered.)		S/I	3
<b>Qualification:</b> 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.			
Educated to Degree Level or possessing demonstrable experience equivalent to Degree Level in an area / subject matter that is directly relevant to the specialist areas that the centre will be delivering, including but not limited to one or a mix of. <ul style="list-style-type: none"> <li>- Digital / learning programmes and service delivery that supports people to achieve their individual goals.</li> <li>- Service delivery that supports the creation and growth of small businesses.</li> <li>- The management of complex projects and programmes within associated areas.</li> </ul>		S	
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
<b>Prepared by:</b>	Claire Wills	<b>Date: Oct 2024 V2</b>	