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| **Job Description** |
| **Job Title:** | Employment and Skills Hub Manager |
| **Grade:** | 9 | **Post No:** |  |
| **Directorate:** | Delivery  |
| **Job Purpose** |
| To establish and manage the Old Oak and Park Royal Employment and Skills Hub which is delivered in partnership with the LB Ealing, LB Brent, LB Hammersmith and Fulham, Jobcentre Plus and West London College.The Hub will deliver employment and training services to residents of the local boroughs, recruitment services to employers in the Old Oak and Park Royal area and work with stakeholders such as HS2, contractors for infrastructure projects and developers in the OPDC area to maximise s106 jobs and employment delivery.  |
|  **Principal accountabilities** |
| 1. Deliver an effective jobs brokerage service, apprenticeship support, business support, and skills and training programme which helps residents and employees in local boroughs to access job opportunities and ensure positive experiences and outcomes for both candidates and employers.
2. Carry out business development activity, including business engagement activities and marketing to build effective business relationships.
3. Deliver recruitment campaigns, researching a range of recruitment options and agreeing delivery plans with partners and employers.
4. Build an understanding of businesses’ skills and employment needs and workforce development priorities and use this insight to inform events and services offered to businesses.
5. Support the development of business plans, project proposals, and funding bids in support of socio-economic programmes, strategies and projects in Old Oak and Park Royal.
6. Produce an annual delivery plan setting out how the hub will deliver an effective jobs brokerage service, apprenticeship support, business support, and skills and training programme including setting targets to drive and monitor performance.
7. Monitor the performance of the hub and produce monthly reports for the Hub Delivery Board, OPDC Programme Board and OPDC Senior Management Team which include, project status reports, KPIs, success stories, a plan of action to address any shortfalls and a narrative to support the work of the service.
8. Produce a marketing plan to ensure the benefits and features of products and services are effectively communicated to businesses, candidates and partners to ensure that our offer is clear and concise and meets the needs of both the business and local community.
9. Recruit and matrix manage a team of officers from local partners and oversee business support officer(s) and training adviser(s) from partner organisations.
10. Manage contracts, staff, and budgets as may be required by the role and manage resources accordance with the Corporation’s polices and Code of Ethics and Standards and realise the benefits of London’s diversity by promoting the diverse needs and aspirations of London’s communities.
11. Develop and manage relationships with a range of key stakeholders, including the local boroughs, businesses, training providers, regional and sub-regional partners.
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| **Key relationships:** |
| **Accountable to:** | Park Royal Programme Manager  |
| **Accountable for:** | Resources allocated to the job |
| **Principle contacts:** | OPDC’s Assistant Director Communications and Engagement, OPDC Communications and Engagement Officers, OPDC Development Director, OPDC Director of Planning and OPDC Planning Directorate officers, Regeneration and Employment and Skills Officers in the three Local Authorities, OPDC Partner Organisations, individual businesses in Old Oak and Park Royal, developers, Park Royal Business Group, West London Business and West London Alliance. |
| **Technical Requirements** |
| 1. An experienced service delivery manager able to deliver high quality outcomes within budget and to deadline
2. Experience of preparing, implementing and monitoring short and long-term delivery plans
3. Experience of working in a similar environment to deliver employment and apprenticeship outcomes
4. Experience of working in partnership with stakeholders to deliver services to businesses, residents and employees
5. A good understanding of employment and skills policies and practices, and of unemployment and social exclusion in disadvantaged, multi-racial communities.
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| **Behavioural Competencies** |
| **Building and Managing Relationships**… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goalsLevel 3 indicators of effective performance:* Actively engages partners and encourages others to build relationships that support OPDC’s objectives
* Understands and recognises the contributions that staff at all levels make to delivering priorities
* Proactively manages partner relationships, preventing or resolving any conflict
* Adapts style to work effectively with partners, building consensus, trust and respect
* Delivers objectives by bringing together diverse stakeholders to work
* effectively in partnership

**Stakeholder Focus**. . . is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’expectations.Level 3 indicators of effective performance:* Understands diverse stakeholder needs and tailors team deliverables accordingly
* Is a role model to others, encouraging them to think of Londoners first
* Manages stakeholder expectations, so they are high but realistic
* Removes barriers to understanding the needs of diverse stakeholders, including hard to reach groups
* Focuses own and team’s efforts on delivering a quality and committed service

**Communicating and Influencing**… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.Level 3 indicators of effective performance:* Encourages and supports teams in engaging in transparent and inclusive

communication* Influences others and gains buy-in using compelling, well thought

through arguments* Negotiates effectively to deliver OPDC priorities
* Synthesises the complex viewpoints of others, recognises where

compromise is necessary and brokers agreement* Advocates positively for the OPDC both within and outside the organisation

**Managing and Developing Performance**…is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the OPDC Objectives and statutory obligationsLevel 3 indicators of effective performance* Motivates and inspires others to perform to their best, recognising and valuing their work and encouraging them to learn and reflect
* Sets clear direction and expectations and enables others to interpret competing priorities
* Agrees and monitors challenging, achievable performance objectives in line with OPDC priorities
* Manages performance issues effectively to avoid adverse impact on team morale and performance
* Promotes a positive team culture that respects diversity and deals with barriers to inclusion

**Decision-making**… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.Level 3 indicators of effective performance* Makes sound decisions quickly on behalf of the OPDC when a situation requires intervention
* Takes responsibility for team decisions, providing rationale when those decisions are questioned
* Involves senior stakeholders early in decisions that impact them
* Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
* Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

**Planning and Organising**… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.Level 3 indicators of effective performance* Monitors allocation of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Gains buy-in and commitment to project delivery from diverse stakeholders
* Implements quality measures to ensure directorate output is of a high standard
* Translates political vision into action plans and deliverables

**Responding to Pressure and Change**… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.Level 2 indicators of effective performance* Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
* Anticipates and adapts flexibly to changing requirements
* Uses challenges as an opportunity to learn and improve
* Participates fully and encourages others to engage in change initiatives
* Manages team’s well-being, supporting them to cope with pressure and change
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### Reasonable adjustments

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.