

VAL Jobs

ESO Lead

Getting Ready for Employment and Training (GREAT) Leicestershire Project

Job description

Job purpose:	To co-ordinate, develop and support Employment Support Officers (ESOs) to enhance and improve participant engagement in joining the project, accessing GREAT Project activities, facilitating positive results, outcomes and exit from the Project. To work as part of the GREAT Project Team within Leicester and Leicestershire, supporting family members who are furthest from the labour market and are most at risk of social exclusion to achieve progress towards and into training or employment.
Responsible to:	Team Manager

1. Main aims of the role

- Oversee the allocation of new project participants, ensuring key project output targets are met.
- Provide caseload management, ensuring participants effectively engage in project activities and successfully achieve improved outcomes and results (Employment, Training & Job Search)
- Coordinate project activities, including all services across the partnership.
- Improve outcomes for GREAT Project participants, through identification of need and the development of and access to opportunities to meet their needs.
- Line management of GREAT Project Employment Support Officers.
- Manage a small caseload of participants supporting the project to meet its outputs & results targets.

2. Main activities of the role to deliver the aims

- Maintain an oversight of project referrals, ensuring that these reflect key project outputs and manage the allocation of referrals to Employment Support Officers.
- Provide timely supervision of Employment Support Officer caseloads ensuring participants access a range of activities and have a better opportunity to achieve a project result.
- Coordinate and support Employment Support Officers through regular team meetings, understanding the needs of the current cohort and accessing opportunities to bring new delivery into the project.

- Plan, coordinate, promote and evaluate project activities, including all services across the partnership.
- Support Employment Support Officers with group activities to ensure participants access activities in line with their personal work readiness goals.
- Line manage Employment Support Officers including work planning, co-ordination, delivery and supervision setting clear priorities and targets.
- Ensure timely induction, training, development and engagement of ESO teams.
- Ensure team members are aware of standards of performance, both in service delivery and performance and manage individual ESO performance.
- Maintain an overview of the team performance and monitoring.
- Ensure consistent, quality and compliant participant files are in place.
- Provide timely and quality support for Employment Support Officers to meet monitoring deadlines.
- Support the development of Outcome Measurement Tools, working closely with Data and Impact Analyst.
- Ensure best practice guidance for all Employment Support Officers in line with BBO requirements.
- Manage a small caseload of participants, taking responsibility for their progression including assessment of needs, action planning and reviewing goals towards Employment, Training & Job Search.
- Undertake data collation and reporting for all project work streams.
- Work with the GREAT Team Manager to provide additional services, solutions and reshaping delivery, where necessary including procuring new service providers to meet project targets.
- Work collaboratively within and across matrix structures and roles.
- Promote the current GREAT Project provisions and programmes.
- Support the project management team as required including deputising for peers and the Team Manager.
- Undertake any other reasonable duties in line with the aims of the post.

3. Project Promotion, Profile and Partnership

- Be an effective ambassador and representative for the Project and organisation including all VAL's BBO projects.
- Participate positively in the development of plans, projects, performance management, team and organisational development.
- Maintain data, statistics and information on the delivery of the programme in line with existing reporting processes and as required for the role.
- Build and maintain effective relationships with internal and external colleagues, including working collaboratively across the team and the organisation.
- Be accountable to the organisation and colleagues for your actions, actively supporting the values of the organisation.
- Support team members to deliver the GREAT targets and outcomes.
- Ensure the health and safety of staff, volunteers, participants and service users of the wider organisation.
- Encourage and promote equality and diversity both internally and externally

Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

1. Established line management, staff supervision and development experience including demonstrable experience of improving team engagement.
2. Experience in working across organisations and supporting people in a variety of activities and meeting targets.
3. Experience of providing compliance information and support in line with either statutory, service or project specific requirements.
4. Experience of managing projects/services/groups including engaging, motivating and supporting partnership work.
5. Sound prioritisation and problem solving skills, managing a complex and varied workload to deadlines.
6. Experience of performance management of contracts/service delivery, including monitoring and evaluation.
7. Excellent presentation and communication skills both face to face and over the telephone in response to the needs of a diverse range of people in a variety of situations.
8. Excellent writing skills and experience of preparing and writing agendas, reports, presentations, letters and other documents.
9. Able to develop effective information and resources for team members and partner organisations.
10. Have experience and knowledge of safeguarding.
11. Proficient in the use of ICT packages including word processing, email and internet, spread sheets and databases.
12. Able to work some evenings and occasionally at weekends.
13. Full driving license and access to a car (reasonable adjustments allowed).
14. Ability to travel regularly within the City and County.