



JOB DESCRIPTION

Fair Start Scotland Employer Engagement Manager

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 1 of 5
Issue 1 – 1 st Review	



JOB DESCRIPTION

Job Fair Start Scotland Employer Engagement Manager

Region/Department: UK / Momentum	Signature of Job Holder: Date:
Reports To (Title): Fair Start Scotland – Partnership Manager FSS	Signature of Manager/Supervisor/Head: Approved/Date:
Cost Centre and Job Number:	Evaluated Grade: Date:

1. **JOB PURPOSE**

(Explain in two or three sentences the main purpose of the job and why the job exists and how it contributes to the departmental end results)

The post holder is responsible for the effective implementation of the Fair Start Scotland employer engagement strategy in the allocated area. The post holder will support the achievement of job outcomes and work experience opportunities for Momentum’s customers and supports achievement of Momentum’s Fair Start Scotland income targets.

The role will lead a co-ordinated approach to securing suitable job vacancies in the allocated area and will work collaboratively with Momentum’s delivery partners to ensure a ‘One Team’ approach to employer engagement and vacancy management.

2. **MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE**

(Indicate the minimum recruitment specification and also the ideal person specification and the preferred minimum qualifications and skills for fully satisfactory job performance and to meet expectations)

Formal Education / Training Include any specialised education and qualifications needed to do the job.	<ul style="list-style-type: none"> ▪ A graduate or equivalent SQA level 8 award or extensive relevant senior level experience in the industry. ▪ Further education or senior work experience in working with employers of vulnerable adults or disabled groups, or with relevant employer organisations and / or SMEs, Social Enterprises, Charities etc would be advantageous ▪ Full driving licence
Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job	<p>Minimum 3 years experience in managing and delivering employer engagement within the employability sector</p> <ul style="list-style-type: none"> ▪ Experience of delivering commissioned services within Scottish employability or associated UK wide sectors ▪ Experience of supporting key delivery staff to maximize employment opportunities within the employability sector

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 2 of 5
Issue 1 – 1 st Review	



<p>Skills and Knowledge Include any specialised skills or knowledge needed for the job.</p>	<ul style="list-style-type: none">▪ Employer engagement with a view to identifying and securing job outcomes▪ Management experience within the Welfare to Work and Skills Training sectors▪ A proven track record of working with target market of assigned programmes▪ Experience of working with a diverse range of people▪ Ability to motivate staff, clients and employers▪ Proven track record of meeting and exceeding demanding targets▪ Highly organised and enthusiastic with a hands on, professional approach▪ Excellent verbal, written and non-verbal communications skills▪ Ability to work flexibly as both a leader and a member of a team▪ Good administration and IT skills▪ Understanding of project management approaches and techniques
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HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 3 of 5
Issue 1 – 1 st Review	



3. **JOB DUTIES AND RESPONSIBILITIES**

Explain in not more than **eight points** the principal accountabilities that the job must achieve. Each accountability statement should explain what is being done, to what, why it must be done, the targeted performance level and how to achieve it. For example, develop and recommend (WHAT IS DONE) sales and revenue budget (TO WHAT) to meet planned growth (WHY) on annual basis by 1st January (TARGET) by understanding the external environment and internal business direction (HOW).

	Job Area (What is done, and to what, and why)
1.	Working in collaboration with Momentum Skills and delivery partners to support the Fair Start Scotland service in relation to identifying employer opportunities, ensuring delivery staff are trained to the required level and that the 'One Team' approach is promoted with regard to employer engagement. Activities will include; supporting key workers (across all delivery partnerships) to develop sales / customer services and approaches, ensuring that Momentum's Employer Handbook is updated as required, where appropriate ensure that employer key accounts are put in place, and that relationships with employer bodies (e.g. Chamber of Commerce) are developed and maintained so as promote service delivery and continuous improvement.
2.	Support the delivery of the Fair Start Scotland programme against planned milestones by ensuring that Momentum and its delivery partners have key workers with the relevant employer engagement competencies to support the achievement of budgeted financial expectations and agreed monthly key performance and key delivery indicators. This includes; maintaining the database of employers for the allocated area(s), and ensuring that duplicating of effort between the delivery partners is monitored and any areas of overlap proactively and promptly addressed to maintain operational efficiencies
3.	Ensure all aspects of contract delivery are meet, as a minimum standard, the Scottish Government underpinning values and principles as they relate to Fair Start Scotland (as established in the tender specification and bid). This includes; promoting the Fair Work agenda to employers; supporting self-employment as a viable outcome, identifying those employers who have committed to the Scottish Business Pledge and targeting those employers to secure maximum job opportunities and outcomes, and promoting the Scottish Governments Fair Work agenda with employers and employer organisations.
4.	Ensure that the service delivered for Fair Start Scotland meets the identified needs and wishes of the people that we support; this will be measured and benchmarked across the Group and by Scottish Government through regular standardised user feedback mechanisms. This includes; the management, reporting and analysis of employer stakeholder relationships together with staff competency in regard to employer engagement, and the utilisation of monthly analysis of new employers engaged, quarterly employer surveys, and individual employer interviews to support continuous improvement.
5.	Ensure that quality and safety is at the forefront of service provision through actively promoting a culture of innovation and continuous improvement within the allocated contract area(s) and that the services delivered across UK adhere to internal and external quality/registration/certification standards (for example, Scottish Government contract, ISO9002, ISO27001). This will be measured inter alia, through participation in and compliance with all relevant service evaluation mechanisms applicable within service arrangements and evaluation of regulator assessment reports. This will also include; for the relevant employers in the allocated area: completion of risk assessment for areas of responsibility, and employer commitment to the Scottish Business Pledge, Scottish Government inclusion agenda, and Fair Work.
6.	Lead and assess competency and learning needs of operational staff within the network area to ensure that robust people management principles are embedded so as to foster a strong cross-functional team-working ethos; identification and development of emerging talent; development of a performance management culture; as well as clear communication of the team's progress in meeting its performance objectives and KPIs and KDIs. This will be done through close working with colleagues from the People, Culture &

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 4 of 5
Issue 1 – 1 st Review	



	Transformation division and through chairing 'One Team' meetings (Key workers, Contract Leads, and Momentum front line FSS employees).
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HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 5 of 5
Issue 1 – 1 st Review	



4. **COMMUNICATION AND WORKING RELATIONSHIPS**

(Explain the relationships involved with what type of people and what level of communication skills and explain reasons for communications both within and outside the organization with which this job has to interact)

<p>Typical Level of Interaction <i>Select one only</i></p>	<p><input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required.</p> <p>✓ Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives.</p> <p><input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.</p>
<p>Primary Audience (Internal) <i>Identify key parties</i></p>	<ul style="list-style-type: none"> ▪ Senior Management Team UK ▪ Head of Operations Momentum Skills ▪ UK central support functions ▪ Delivery Managers for other FSS contracts (as lead or subcontractor) ▪ Contract Managers / Service Managers for other Momentum Community services
<p>Level of Audience (Internal) <i>Typical level of audience</i></p>	<p>✓ Clerical / Operational</p> <p>✓ Supervisory / Junior Professional</p> <p>✓ Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>
<p>Primary Audience (External) <i>Identify key parties</i></p>	<ul style="list-style-type: none"> ▪ Funders: Scottish Government (Performance and Procurement) ▪ Wider stakeholders e.g. NHS, Local Authorities, SDS etc ▪ Employer bodies e.g. Chambers of Commerce, local employer forums, ▪ Job Centre Plus ▪ Third Sector / Community based organisations
<p>Level of Audience (External) <i>Typical level of audience</i></p>	<p>✓ Clerical / Operational</p> <p>✓ Supervisory / Junior Professional</p> <p>✓ Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>

5. **KEY DIMENSIONS AND RELATED JOB RESULTS**

(Specify annual dimensions for any financial or budget responsibilities, and the nature and value of any transactions on which the job has an impact or contribution, and the number of employees reporting directly and indirectly to this job, and any other critical relevant dimensions)

- Operational & Quality KPIs as agreed as part of the annual budgetary process.
- Responsibility for achieving required employer sales outcome targets to the value of c.£1-3m annually
- Working together with delivery partners, employers and stakeholders in the allocated area
- Broad range of clients including disable people, and those furthest away from the labour market – management of up to c. 1,000 clients per annum, working to target across delivery strands.

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 6 of 5
Issue 1 – 1 st Review	



6. **OPERATING ENVIRONMENT**

(Comment on any specific factors that affect the job and how the job is performed, such as special conditions, travel, work pressure, etc)

This role requires the job holder to:

- Be action oriented; enjoying working hard and seeking challenges with an ability to act and react as required, even in circumstances of limited/incomplete information.
- Be flexible regarding working hours and travel in order to meet the operational needs of the organisation.
- Flexibly adapt to take on other reasonable duties/projects if required by the ROO and or Head of Operations (Skills).
- Travel throughout Scotland on a frequent and UK occasional basis with overnight stays where required
- Engage in advising, supervising, giving guidance to and/or teaching vulnerable adults

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 7 of 5
Issue 1 – 1 st Review	



7. KEY COMPETENCIES

(Select the critical competencies and behaviours that should be demonstrated to achieve fully satisfactory performance)

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Professionalism	<p>You contribute to the development, maintenance and evaluation of systems that:</p> <ul style="list-style-type: none"> ▪ enable individuals, key people and others from within and outside your organisation to understand your organisation's policies and procedures; ▪ ensure individuals' rights to confidentiality of information are maintained; ▪ enable you and others to reflect on, and challenge assumptions and ways of working.
Respect for Others	<p>You seek advice when you are having difficulty promoting equality and diversity. You support others with whom you work, to work in ways that:</p> <ul style="list-style-type: none"> ▪ recognise and respect individuals' beliefs and preferences ▪ take account of individuals' preferences in everything they do ▪ acknowledge and respect diversity and difference. <p>You reflect on, and challenge:</p> <ul style="list-style-type: none"> ▪ your own assumptions, behaviour and ways of working. ▪ assumptions of others, their behaviour and ways of working, procedures, practices and information that are discriminatory.
Building Relationships and Communication	<p>You build and maintain contact with colleagues and other stakeholders to assist in performing role. You act as an effective link between staff and senior management. You encourage open and constructive discussions around work issues. You project conviction, gaining buy-in by outlining relevant information and selling the benefits. You treat others with diplomacy, tact, courtesy and respect, even in challenging circumstances. You present information clearly, concisely and confidently when speaking and in writing.</p>
Judgement and Decision Making	<p>You gather and analyse information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. You take account of any broader issues and related implications when making decisions. You use previous knowledge and experience in order to guide decisions. You make sound decisions with a well-reasoned rationale and stands by these. You put forward solutions to address problems.</p>

HR: Recruitment	HR50
TITLE: Fair Start Scotland Delivery Manager	Date: November 2017 Page 8 of 5
Issue 1 – 1 st Review	



<p>Promoting Choice, Independence, Health and Wellbeing</p>	<p>You work with individuals to identify the care and support:</p> <ul style="list-style-type: none"> ▪ they can and wish to undertake themselves; ▪ that can be provided through the individual’s support networks; ▪ that needs to be provided by yourself and others within and outside your organisation. <p>You identify opportunities to provide choice to individuals.</p> <p>You promote individual’s rights to comment, complain or make suggestions to ensure choice and wellbeing.</p> <p>You coach and encourage others to reinforce positive behavioural goals in their relationships with individuals.</p> <p>You advance the individual through services and/or programs to foster independence and well-being to support self directed living.</p> <ul style="list-style-type: none"> ▪ You provide up-to-date information to support individuals to make informed choices about the care and services they receive and coach others on how to do the same.
<p>Management and Delivery of Results</p>	<p>You take responsibility and are accountable for the delivery of agreed objectives.</p> <p>You successfully manage a range of different projects and work activities at the same time.</p> <p>You structure and organises your own and others work effectively.</p> <p>You are logical and pragmatic in approach, delivering the best possible results with the resources available.</p> <p>You work effectively, providing clear information and evidence as to what is required.</p> <p>You proactively identify areas for improvement and develop practical suggestions for their implementation.</p> <p>You demonstrate enthusiasm for new developments/changing work practices and strive to implement these changes effectively.</p> <p>You apply appropriate systems/ processes to enable quality checking of all activities and outputs.</p> <p>You practice and promote a strong focus on delivering high quality customer service, for internal and external customers.</p>

<p>HR: Recruitment</p>	<p>HR50</p>
<p>TITLE: Fair Start Scotland Delivery Manager</p>	<p>Date: November 2017 Page 9 of 5</p>
<p>Issue 1 – 1st Review</p>	