

**Job Title:** Supported Internship Team Manager

**Grade:** Band E

**Reports to:** Contract Manager

**Role Responsibilities:** 11 FTE

### The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires the ability to lead a contracted customer centric service, working towards our mission of making a positive difference to people's quality of life.

The Supported Internship Manager will lead a regional team across Essex, Southend and Thurrock, as part of ECL's partnership with Colleges and ECC, supporting individuals with barriers to employment in finding and sustaining work.

The Team Manager will lead a team of Job Coaches and an Access to Work Administrator ensuring customers are supported into employment, volunteering and/or community outcomes dependent on the customer's choice.

The Supported Internship Team Manager will be responsible for:

- Managing team performance, ensuring contractual targets are met whilst supporting personal development.
- Ensuring the team has sufficient resource to meet monthly finance targets.
- Forecasting and planning accurately, monthly forecasts, weekly figures and statistics, alongside feedback relating to contractual performance.

You will have the autonomy to influence, problem solve and make decisions, demonstrating flexibility and adaptability to ensure the successful delivery of the contract.

### Job purpose

The Supported Internship Team Manager will be responsible for the management, performance, motivation, and direction of a team of Job Coaches across the entire county. The Team Manager will ensure targets for job outcomes are met in line with contract KPI's, and that customers enter and remain in employment.

It is essential that you lead the team to identify and work directly with employers to develop employment, volunteering & work experience outcomes in a person-centred way to our customers, always ensuring that individuals are matched based on skills and experience.

A friendly, supportive, and adaptive approach will prepare the Team Manager for supporting the growth and development of the service, working to high standards and ensuring our customers receive a high-quality service.

You will support your team of Job Coaches to create and develop new and exciting opportunities and pathways for ECL's customers, collaborating with your team, our customers, and other stakeholders to achieve both individual and contractual outcomes.

### **Key Accountabilities**

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Ensure Job Coaches are effectively rostered to maximise Access to Work (ATW) support utilisation and funding across all placements.
- Oversee and support the administrative function to ensure all Access to Work (ATW) evidence, claims, and documentation are completed accurately and submitted within required timescales, enabling timely collection of all eligible funding and maintaining full compliance with programme standards.
- Develop and maintain all Supported Internship paperwork, processes, and annual timelines, ensuring they align fully with SI programme requirements, academic calendars, and employer expectations; monitor compliance throughout the year and update documents as guidance evolves.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Act as safeguarding lead for the team, ensuring concerns are escalated and recorded appropriately with our partnered colleges.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.
- Deliver Supported Internships as contractually agreed between Essex County Council (ECC) and our funders.
- Follow the Supported Internship Quality Framework (SIQF) model and ethos of supported employment.
- Demonstrate the achievement of job outcomes in line with Supported Internship guidance

- Ensure all aspects of contract compliance in line with the delivery profile.
- Ensure all submissions are correct and accepted by the contract funder.
- Ensure profiled delivery is met or exceeded.

### **Role Specific Accountabilities**

- Lead, develop, and grow a target-driven team to ensure the programme requirements are met.
- Ensure team members are providing high-quality, direct customer job coaching support which is flexible to the customers' chosen employment and use TSI instruction methods where required to achieve employment outcomes.
- Ensure all employees in your region have a clear development plan, are coached and supported to achieve their individual targets, and are motivated to exceed expectations.
- Responsible for managing local employer engagement activity, ensuring a flow of local Supported Internship placements suitable for customers.
- Responsible for ensuring the region's productivity and activity is aligned to profile.
- To forecast and plan accurately, providing an annual business plan, monthly forecasts, weekly figures, and statistics.
- Generate reports and feedback relating to contractual performance.
- Support the Inclusive Employment Business Manager in developing, growing, and shaping the service through a positive and professional outlook.
- Effective communication, supporting the Inclusive Employment Business Manager at meetings both internally and externally.
- Work collaboratively with teams across ECL's Inclusive Employment and Day opportunities services to ensure understanding and support of the achievement of common outcomes.
- Support the implementation of any contractual changes and improvements as required.
- Support the promotion of a culture where employment outcomes are customer centric.
- Ensure customer employment outcomes are recorded and contribute to developing and maintaining data and evidence of contract delivery.
- Ensure case studies are generated to evidence employment outcomes.
- Actively promote health & safety and lead by example.
- To make the Contract Manager aware of any issues/risks at the earliest opportunity and to

evidence plans for remedying these.

- Define specific individual and shared targets and objectives annually in line with the performance management review.
- Take an active role in preparing for and representing the service for internal and external audits and inspections.
- Being a positive role model to all staff and identify risks and concerns.
- To adhere to all ECL policies, procedures, processes, and guidelines at all times.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

## Person specification – Key Skills and Competence

### Essential

- Hold the Supported Employment Level 3 Certificate or equivalent qualification
- Confident and competent in networking and building and maintaining local relationships
- Strong leadership and interpersonal skills, specifically around listening, questioning, delegating, and building relationships
- Able to plan and organise people and teams, and carry out effective resource and succession planning
- Able to prioritise and problem solve; work in a flexible manner; being visionary, promoting improvements and sharing best practice that supports business efficiency
- Demonstrable track record in the delivery of high-quality services
- Proven knowledge of the needs and aspirations of individuals with barriers to work to find and sustain employment
- Demonstrable experience of being an effective leader and manager in a performance driven environment.

### Desirable

- Holds a Level 5 or above in Business Management or equivalent qualification
- Demonstrable knowledge of health and safety, equality and diversity, and data protection matters
- Prior experience of working in a similar role, leading on the delivery of a Supported Employment contract
- Previous experience of working with remote teams
- Professionally qualified in Employability Services Sector
- Member of the Institute of Employability Professionals

## Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right