

Job Title: Team Manager – Inclusive Employment

Grade: Band E

Reports to: Inclusive Employment Business Manager

Role Responsibilities: FTE Headcount 4 - 10

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong people and commercial skills and the ability to deliver a customer centric service.

ECL's services alongside all activities within the wider social care sector are undergoing critical reviews and this role is key to achieving the redefined outcomes and objectives.

To deliver these the role of the Inclusive Employment Team Manager is key in ensuring our customers with a learning disability and autism are supported into employment, volunteering and/or community outcomes dependant on the customer's choice.

The role provides the first contact into ECL's Inclusive Employment Customer Journey offering a person-centred approach to ensure the delivery of high standards and achieving contractual targets. You will be responsible for

- Motivating, directing and managing the individual performance of several Inclusive Employment Consultants ensuring they meet and exceed their targets whilst being exemplars for ECL values, mission and vision.
- Ensuring there is a completed Vocational profile for each customer, and that your team region has sufficient skilled and experienced resource to meet its monthly employment targets.
- To forecast and plan accurately, providing an annual business plan, monthly forecasts, weekly figures and statistics and provide reports and feedback relating to contractual performance as required and directed by the Inclusive Employment Business Manager.

You will have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive 'can do' attitude.

Job purpose

Directly responsible for the management, performance, motivation, and direction of inclusive employment consultants in the North/Mid or South/West regions, ensuring they meet and exceed targets for job outcomes, customers enter and remain in employment to ensure outcomes are met in line with the contract KPI's.

The Inclusive Employment Team Leader will lead, develop, and grow a team of Inclusive Employment consultants to ensure the contractual requirements are met. Build relationships with employers that then in turn create job opportunities for people with Learning Disabilities and Autism.

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.

You should be friendly, approachable, supportive and adaptable to change, with the ability to support the implementation of the developing transformation within Day Opportunities in particular the development of the Inclusive Employment service working to high standards and ensuring that our customers are receiving a high-quality service, taking an active role in representing the service and ECL for internal and external audits and inspections.

You will be able to create and develop new and exciting opportunities and pathways for ECL's customers, working with your team, our customers, and other stakeholders to create a stimulating environment to achieve progressive outcomes.

Key Accountabilities

- Deliver the Inclusive Employment strategy as contractually agreed between ECC & ECL
- Demonstrate the achievement of job outcomes in line with contractual and ECL requirements
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, and inspire the same in colleagues
- Ensure the proper assessment, management and mitigation of risk, including Information Governance, Health and Safety and Business Continuity.

Role Specific Accountabilities

- Work directly with a case load of customers as part of a regional team to ensure the Inclusive Employment contract outcomes are met
- Ensure team members are providing direct customer job coaching support which is flexible to the customers chosen employment and use TSI instruction methods where required to achieve Employment outcomes
- To work with direct reports to ensure that all employees in your region have a clear development plan, are coached and supported to achieve their individual targets, and that they are developed and have the efficiency and motivation to exceed expectations
- Responsible for managing local employer engagement activity, and a flow of local employer vacancies suitable for customers.
- Responsible for ensuring the regions productivity and activity is aligned to referrals.
- To forecast and plan accurately, providing an annual business plan, monthly forecasts, weekly figures, and statistics and provide reports and feedback relating to contractual performance as required and directed by the Inclusive Employment Business Manager.
- Working within a target driven service and at times able to work under pressure
- 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 staff teams across the Inclusive Employment and Day opportunities services to ensure all staff are understanding and support the achievement of common outcomes.
- Support the implementation of any contractual changes and improvements as required and support the promotion of a culture where customer employment outcomes and wellbeing is at the centre of all that we do, embracing the Good Lives ethos.
- Ensure customer employment outcomes are recorded and contribute to developing and maintaining data and evidence of contract delivery
- Ensure teams are providing case studies where required
- Actively promote sensible health & safety and lead by example
- To make the Inclusive Employment Business Manager aware of any issues/risks at the earliest opportunity and to evidence plans for remedying these.
- Specific individual, shared targets and objectives are defined annually 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.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

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 L3 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 with minimal support; 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 for people with a learning disability
- Proven knowledge of the needs and aspirations of people with a learning disability in relation to 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
- 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