

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place

Job Ref Number: 04445

Service Area: Skills and Employment Development Service

Grade: G7

Job Title: Contract Officer (Connect to Work)

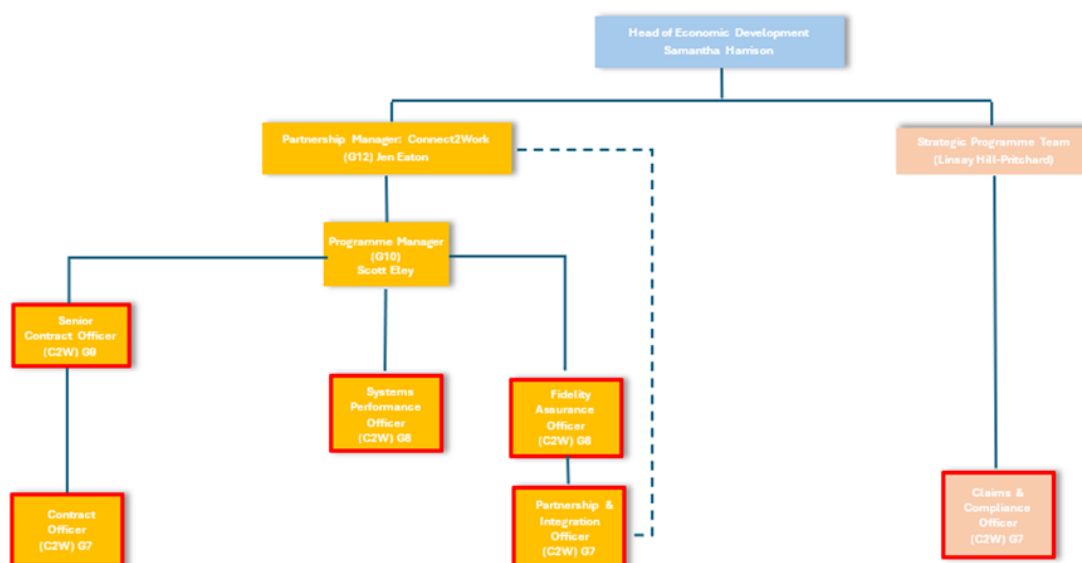
PURPOSE OF JOB:

Connect to Work is a government funded programme which seeks to tackle worklessness in the most disadvantaged communities in the labour market. The programme will require alignment of employment, training, and health activity to ensure positive outcomes for participants.

This role is to support the wider Skills and Employment Development Team in the delivery of a range of tasks that ensure the promotion and development of the Connect to Work programme.

The post will provide support to the Programme Manager in setting the strategy for developing the Connect to Work programme and will also have particular and specific responsibility for organising and managing a wide range of activities including developing and maintaining effective partnerships with community-based organisations across Greater Lincolnshire that encourage the participation of adults in Connect to Work, including performance and payment management. The post will support the production of a comprehensive communication framework to ensure that Connect to Work is positively promoted across the County.

STRUCTURE CHART:



MAIN DUTIES:	
1.	Work with the Senior Contract Officer and the wider Connect to Work and Skills and Employment Development Team to develop and deliver a strategy aimed at increasing Connect to Work delivery across Greater Lincolnshire. Deputise for the Senior Contract Officer on occasion, to represent the programme at internal or external meetings, and to lead delivery partner meetings.
2.	To manage a caseload of organisations delivering on Connect to Work Greater Lincolnshire, implementing performance management processes and actioning improvement measures as required. Meeting delivery partners face to face on their premises.
3.	Develop and maintain effective partnerships across Greater Lincolnshire to increase opportunities for Connect to Work participation and promotion.
4.	Promote Connect to Work within targeted organisations including community groups, health care providers and any other appropriate organisations and attending other events to discuss the service provided.
5.	Carry out contract monitoring activities, utilizing a range of performance data to make judgements on provider delivery, making adjustments to contracts as required.
6.	Participate in quality assurance activities aimed at improving the quality of provision. This will include reviewing Fidelity Model self-assessments, evaluation and action plans against requirements and ensuring continuous improvement takes place.
7.	Work closely with sub-contracted providers and staff within own caseload to put in place performance improvement measures to meet the obligation of the Connect to Work Grant Funding agreement, delivering or sourcing relevant training and development opportunities. Working with the wider Connect to Work team to design a rolling programme of continuous professional development and facilitate sharing of best practice for delivery staff across the partnership, throughout the lifetime of the programme.
8.	Provide additional delivery support by e.g. regularly reviewing resources to ensure they are up to date and relevant to the delivery of Connect to Work, maintaining files on the OneDrive and reviewing the programme Handbook. Source or design additional resources targeted at addressing emergent delivery partner needs as the programme develops. Include an element of coproduction with delivery partners, to ensure they meet their needs.
9.	Produce data and statistical analysis (liaising with individual colleagues as appropriate), that explores trends and provides specific performance data in relation to Connect to Work.
10.	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers. Respond to requests for information in a timely manner that meets the expectations of those involved.
11.	Develop and maintain positive relationships and effective communication with LCC managers, businesses and other community-based organisations to deliver an excellent service for Connect to Work in Greater Lincolnshire.
12.	Triage enquiries and Expressions of Interest from members of the public, assessing their eligibility and the suitability of the programme for their needs. Where necessary contacting people to discuss their needs further, and/or offer Information, Advice and Guidance. Signposting and making referrals to more suitable provision where Connect to Work is not suitable.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to at least NVQ Level 3 or equivalent.	Application	Yes	
Good practical knowledge of IT packages including Microsoft Word and Excel.	Application	Yes	
Competent at producing reports to inform senior management.	Application		Yes
Experience of delivering, managing or monitoring adult employability or training programmes.	Application and Interview	Yes	
Competent at identifying and acting upon operational risks in own area of service delivery.	Application and Interview	Yes	
Ability to communicate confidently, sensitively and effectively with a diverse range of stakeholders, including CEOs, employers, partners, and individuals facing learning disabilities, health conditions, or other communication challenges.	Interview	Yes	
An understanding of the community-based support and guidance landscape in Greater Lincolnshire, for example local networks and Voluntary Sector or Health provision.	Application and Interview	Yes	
An understanding of diversity and inclusion issues and their impact on the County Council and service delivery.	Application and Interview	Yes	
Knowledge and understanding of issues and policy relating to Worklessness in Greater Lincolnshire.	Application and Test/Assessment	Yes	
Experience of developing positive working relationships with partner organisations and/or across different departments via excellent personal, social and communication skills and a flexible approach to working.	Application and Test/Assessment	Yes	
Ability to work effectively as part of a team and on own initiative.	Application and Interview	Yes	
Ability to manage and prioritise own workload, and to deliver in a reliable and consistent approach, often working to tight deadlines.	Application	Yes	
Seeks to find ways to improve service delivery through innovation, new ways of working and the adoption of best practice	Interview	Yes	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

The post is a forward-facing role, with frequent travel to delivery partner premises and meetings and events across the whole of Greater Lincolnshire.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.