

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Skills for Jobs Programme Manager
Grade	PS12	Reports to (role title)	Head of Economy & Growth - Place Delivery
JE Band	519-613	Directorate / School	Place
Date Role Profile was created	Mar-26	Service / Department	Economy & Growth
Agile	Information	<u>DBS Requirement</u>	Not Required

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Skills for Jobs Programme Manager will lead the end-to-end commissioning and contract management of a county-wide portfolio of skills programmes, developing and implementing a Skills for Jobs delivery plan that ensures skills and employability provision is compliant, inclusive and delivers measurable outcomes for residents and employers.</p> <p>The role will manage a team of commissioning and contract officers to plan, procure, mobilise, performance-manage and continuously improve provision aligned to the county's economic priorities and statutory/funding requirements.</p>
Work Context	<p>The Skills for Jobs Programme Manager will play a key role in effectively and legally discharging adult education functions devolved from the UK Govt to Surrey County Council</p> <p>The role will sit in Economy & Growth and, while focusing on skills for jobs outcomes, will be outward-facing in line with the team's 'horizontal working' culture</p> <p>The postholder will be expected to support work across Economy & Growth, and to collaborate with colleagues in the team, other council departments and external stakeholders (including training providers and businesses)</p> <p>Reporting to the Head of Economy & Growth: Place Delivery, the postholder will independently manage their workload to meet the needs of the delivery plan and ensure core objectives are met</p> <p>While the base for the role will be Woodhatch Place in Reigate, you may be required to travel across the county</p> <p>The postholder may be required to work flexibly and, occasionally, out of hours - flexible arrangements apply, including some home working</p>
Line management responsibility if applicable	Up to 5 people and matrix management responsibilities
Budget responsibility if applicable	<p>Delegated responsibility for allocation and management of project budget (up to £500k pa)</p> <p>Some direct commissioning with management oversight</p> <p>Financial administration</p>

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification plus experience at management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Wide experience in successful leading, coaching, mentoring and developing of staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Essential:</p> <ul style="list-style-type: none"> - Proven experience of leading complex commissioning and contract management for skills, employability, post 16 or related public service programmes - Experience within a local authority or strategic/combined authority context - Strong understanding of UK skills policy and funding (e.g.ASF/adult skills, apprenticeships, UKSPF, Multiply, Bootcamps, SWAPs, careers and employability programmes) - Demonstrable success in provider performance management, KPI setting, financial controls and benefits realisation - Expertise in public procurement, subsidy control, contract law basics and grant management/audit requirements - Robust data literacy - able to interpret LMI, design performance frameworks and draw insights for decision-making - Excellent stakeholder skills - able to influence senior leaders, providers, employers and government agencies - Inclusive leadership with line management experience - building capability, setting standards and managing performance - Strong written and presentation skills (including reporting and business case development) <p>Desirable:</p> <ul style="list-style-type: none"> - Knowledge of equality impact assessment, social value measurement and community engagement - Familiarity with digital skills frameworks and sector pathways (e.g. defence, construction, health & care engineering/advanced manufacturing, digital) - Relevant professional qualification (e.g. commissioning/procurement, project/programme management such as MSP/Prince2/AGILE PM) - Degree or equivalent experience in public administration, economics, education or related field
Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>

Reference Number	BM-2026-160
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