

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Connect to Work Programme Coordinator
Grade	PS9	Reports to (role title)	Connect to Work Programme Delivery Manager
		Directorate/School	EIG
JE Band	314-370	Service/Department	Economy & Growth
		Date Role Profile was created	Jan-25

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 Connect to Work Programme Coordinator is responsible for managing information flows for residents and employers accessing the Connect to Work service and other employment provision across the Council.</p> <p>The post will help coordinate the employment support offer across Surrey, acting as a key connector to services in the Council and those delivered by partners - it will work horizontally across the Economy & Growth function to help achieve wider service outcomes. A new 'people' resident portal will be utilised for referrals and the post will help ensure that this is up to date and reflective of the Connect to Work programme.</p> <p>The post will oversee all data management for the programme and will manage a small number of Connect to Work Programme Support Officers to analyse and manage all data inputs, reporting and monitoring. The post will proactively contribute towards meeting contract requirements and ensuring Connect to work in Surrey is a success. They will oversee the monitoring and reporting activity with the funder and support all monitoring and governance processes.</p> <p>The post will support the Programme Delivery Manager with careful financial management and processes.</p> <p>The role will be based in Woodhatch Place, Reigate and is on fixed-term basis to March 2027 with possible contract extension subject to funding.</p> <p>There will be a requirement to work across the county with regular travel and in-person meetings across Surrey.</p>
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Work Context	<p>Manage all initial light touch triage services for residents seeking work and for employers seeking support with recruitment and/or training.</p> <p>Support the Programme Delivery Manager with all monitoring, reporting and governance activity.</p> <p>Manage a small team of Programme Support Officers, overseeing all data analysis and processes.</p> <p>Allocate resident or employer caseload to other members of the Connect to Work unit, the wider Economy and Growth team, and any third party commissioned services.</p> <p>Ensure employment support service directories are up to date.</p> <p>Lead collation of programme reporting for DWP and other stakeholders, where required.</p> <p>Work with a range of colleagues, partners and stakeholders to ensure that residents and employers get the support that they need.</p> <p>Organise and manage one-to-many events for residents and/or employers.</p> <p>Be an expert user of our bespoke Customer Relationship Management (CRM) system. Support with aspects of the programme such as fidelity assurance and self assessment.</p> <p>Support all marketing and communications activity working with the in-house marketing team and third parties as required.</p> <p>Work across the team on a number of Economy & Growth activities, exemplifying and embedding horizontal working best practice.</p>
Line management responsibility if applicable	A small team of Programme Support Officers.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).

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"> - Experience of working in a customer facing service dealing with member of the public, ideally in a public sector and/or employment support setting - A very good understanding and experience of Customer Relationship Management systems. - Experience of collating, analysing, and reporting on data sets, preferably within supported employment or other Government funded initiatives - Experience managing people - Experience supporting and/or delivering events and marketing and communications activity. - Good understanding of robust financial management and processes. <p>Desirable</p> <ul style="list-style-type: none"> - Understanding of the issues faced by residents with complex barriers to employment - Understanding of the issues faced by employers in recruiting from a talent pool with complex barriers to work
Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
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