

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Connect to Work Programme Delivery Manager
Grade	PS12	Reports to (role title)	Head of Economy & Growth Operations
		Directorate/School	EIG
JE Band	519-613	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.

<b>Role Purpose</b> including key outputs	<p>The Connect to Work Programme Delivery Manager is responsible for ensuring timely and effective delivery of the Surrey Connect to Work programme which will support residents into work and/or help them to remain in work. They will be responsible for achievement of employment outcomes for residents and employers through a team of in-house employment specialists, outsourced delivery of resident and employer support, and spot-purchased specialist provision. This will be in the context of the broader employment support landscape and programmes such as Work Well, ensuring that the approach is employer led.</p> <p>The postholder will drive the overall vision for the programme, working with internal and external senior stakeholders to achieve successful outcomes against the Delivery Plan. They will work horizontally across the team and with partners to help identify a pipeline of residents and employers, and will co-ordinate with other employment support programmes to offer a no-wrong-door approach to residents seeking help to secure and remain in work. They will play a proactive strategic role as part of the extended senior leadership team to ensure the delivery of the programme is fully embeded within the wider economy and growth work programme, making connections with other business support schemes through alignment of resources and processes, and ensuring the programme supports joint team objectives.</p> <p>The post will be responsible for financial management and monitoring.</p> <p>The role will be based in Woodhatch Place, Reigate and is offered on a 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>
----------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Work Context</b>	<p>The Connect to Work Programme Delivery Manager will:</p> <p>Manage a high performing in-house team to support residents into work and help them remain in work.</p> <p>Manage third party provision contracts and procuring new provision where necessary.</p> <p>Establish a new employment delivery service which residents and employers can access through a single front door.</p> <p>Oversight of finances for the programme and financial reporting and monitoring.</p> <p>Develop, establish and continuously review the tools, resources and relationships needed to effectively deliver the Connect to Work and other employment programmes.</p> <p>Develop and maintain relationships with stakeholders and employers that creates a pipeline of eligible residents and pipeline of suitable jobs that they can be matched to.</p> <p>Establish and maintain standard operating procedures for new systems and processes required to deliver employment services including but not limited to, a customer relationship management (CRM) system, spot purchase methodology and integrated working across in-house and outsourced provision.</p> <p>Be responsible for the successful delivery of the Connect to Work Programme and achievement of related targets and outcomes and funding packages and other employment support delivered across the council and through a range of external providers.</p> <p>Matrix manage relationships with other members of the Economy &amp; Growth team, sharing good practice, aligning processes and resources to proactively contribute to joint operational objectives. Work across the team on a number of Economy &amp; Growth activities exemplifying and embedding horizontal working best practice.</p> <p>Work with the in-house team and third parties as needed to deliver compelling marketing and communications campaigns.</p>
<b>Line management responsibility</b> if applicable	Directly manage up to 7 staff in a wider team of up to 20 officers.
<b>Budget responsibility</b> if applicable	up to £4m pa

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken.</li> <li>Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>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.</li> <li>Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>Drive change and embed new ways of working to ensure high quality service delivery and value for money.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>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.</li> <li>Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget.</li> <li>Contribute to resource and budget planning within own area.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>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.</li> <li>Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>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.</li> <li>Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; 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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Degree or equivalent professional qualification plus experience at management level in a specialist area.</li> <li>Knowledge of the principles of change management, project management and continuous improvement, and their practical application.</li> <li>Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness.</li> <li>Ability to manage budgets and resources to deliver effective support to their area of responsibility.</li> <li>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.</li> <li>Comprehensive knowledge of computerised business systems.</li> <li>Understands how to inspire and motivate others.</li> <li>Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions.</li> <li>Wide experience in successful leading, coaching, mentoring and developing of staff.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>Experience of managing a target driven employment support team or similar</li> <li>Experience managing employment support outsourced delivery or similar contracts</li> <li>Strong financial management experience</li> <li>Thorough understanding and experience engaging residents and employers to establish a more diverse talent pool.</li> <li>A good understanding and experience of Customer Relationship Management systems</li> <li>A good understanding of Individual Placement and Support models and of the Supported Employment Quality Framework</li> <li>Experience working with senior stakeholders to support decision-making</li> </ul>

<b>Role Summary</b>	<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>
---------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Reference Number</b>	BM-2025-095
-------------------------	-------------

Copyright © 2019 Surrey County Council