

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Supported Employment Operations Manager
Grade	PS12	Reports to (role title)	Supported Employment Strategic Programme Manager
JE Band	519-613	Directorate / School	Place
Date Role Profile was created	Apr-26	Service / Department	Economy and Growth
Agile	Community	DBS Requirement	Enhanced Excluding Lists

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>Reporting directly to the Supported Employment Strategic Programme Manager, the postholder provides the day-to-day oversight and management of front-line employment support services in a fast-paced target driven environment. As part of the operational oversight role the postholder will be responsible for Team Leaders and associated Employment Specialists and Coaches delivering front line services to Connect to Work and WorkWell.</p> <p>Overseeing delivery of the referral strategy and pipeline for Supported Employment programmes, working to the strategic direction of the Strategic Programme Manager to ensure non-exclusive open access programmes of support for residents that maximises opportunities for Surrey employers whilst also ensuring programmes best respond to local population need. The post-holder will support the Supported Employment Strategic Programme Manager and other colleagues across Economy and Growth to devise and implement employer engagement strategies.</p> <p>To lead the operational mobilisation and delivery of employment support programmes. The purpose of this role is to coordinate operations including associated people, processes, monitoring and general management to ensure that our employment support programmes are integrated, coherent and provide a seamless journey for participants whilst driving the achievement of performance targets, fidelity of the programmes and a professional high-quality experience and service. The postholder will ensure that front-line services are delivered in line with best practice, to quality and in accordance with safeguarding roles and responsibilities.</p> <p>The role will also be responsible for leading the operationalisation of a Surrey based delivery model across two significant programmes of work including the Surrey WorkWell programme ahead of commencement in September 26 integrated with the existing Connect to Work programme providing a comprehensive employment supported service which will include:</p> <ul style="list-style-type: none"> - The set up and implementation of programme service standards for Surrey, ensuring all staff are correctly trained and able to deliver to expected quality standards. - Management of the operational in-house delivery team of Team Leaders and indirect management of Employment Coaches for the programme. - Establishment of a multidisciplinary team to support the delivery of WorkWell in Surrey. - Establishment of employer engagement strategy to promote the programme that is aligned and intersected with other services in Economy and Growth - A supporting role in the procurement and performance management of externally provided specialist services. - Leadership of partner engagement for the programme, including ensuring strong working relationships with local government and healthcare services. - Provision of all management information, correctly recorded and reported to the WorkWell Local Accountable Body and C2W governance boards. - To work collaboratively with other supported employment programmes across Surrey to ensure all programmes complement and align with other local delivery.
Work Context	<p>The Supported Employment Operations Manager ensures the effective, consistent, and high-quality operation of Supported Employment programmes in Surrey. There are two live programmes of work which the postholder will oversee - Connect to Work and WorkWell. This post has been created to provide coherence across programmes, driving success through the alignment of programmes to deliver cohesive engagement with employers and referral pathways and resident journeys to maximise impact of the support available and streamlining operational processes across both.</p> <p>The employment support functions within Economy & Growth oversee the strategic and operational oversight and delivery of programmes which support Surrey residents to find, maintain and remain in work. Currently these programmes are funded through DWP through Connect to Work and WorkWell. Integration of these programmes is a primary principle to provide a single coherent front door of support for residents, businesses and employers and is underpinned as our foundational way of working across Economy & Growth. The postholder as a result will need to work intersectionally across a range of economy and growth functions.</p> <p>The Connect to Work programme in Surrey has a value of up to £10m for up to five years. At peak, support will be provided to 900 participants per year via established employment support models, centred around Employment Specialists who will work with individuals and employers. As part of a more localised approach, local authorities have been confirmed as Accountable Bodies for this programme and Surrey County Council is developing a hybrid model to include a new internal delivery team alongside some procured delivery.</p> <p>Surrey County Council has been appointed as the Local Accountable Body for the delivery of the national WorkWell programme across the Surrey and Sussex ICB area. WorkWell 2 is built on a simple but powerful principle: early intervention in employment support interventions works. By offering timely, preventative support, the programme aims to help people overcome emerging health related barriers before they escalate into long term worklessness or economic inactivity. By the end of the contract term in 2029, it will have supported up to 3,765 Surrey residents to overcome health-related barriers to return and maintain employment.</p> <p>The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the county, which will require travel across the county.</p>
Line management responsibility if applicable	<p>Team Leaders (currently 3) 2 x Community Activators Responsibility for a team of up c. 40 Employment Specialists and Coaches</p>
Budget responsibility if applicable	<p>Overall responsibility for the management of the local element of the WorkWell budget of up to £3.5m over 3 years and delivery of the Connect to Work Programme of £9.4m over 4 years.</p>
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<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>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<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	<ul style="list-style-type: none"> - Demonstrable experience of setting up and managing employment support programmes within a target driven environment and a local government context - Demonstrable experience of managing front-line services, embedding processes and using data to drive continuous business improvement and performance - Demonstrable experience of success in a target driven environment - Experience in leading implementation and delivery of similar supported employment programmes, with an understanding of the key principles of Individual Placement and Support and the Fidelity Principles - Evidenced experience and success in employer engagement practice leading to sustained employment for people who have faced barriers to employment. - Proven ability to manage outsourced contracts to drive continuous improvement and value for money. - Leading, managing and coaching teams of front line staff in employment support (or similar) settings, cultivating a team to provide a holistic and coherent supported employment offer which delivers to quality, time, budget and targets - Understanding of importance of data quality and information governance in delivering employment and health-aligned programmes. - Understanding of priorities around reducing economic inactivity in employment, health and local authority systems. - Strong understanding and experience of the employment support landscape. - Excellent communication and line management skills.
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>

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