



Title: Head of Employment Services

Location: USEL (Ulster Supported Employment Ltd)
182-188 Cambrai Street, Belfast BT13 3JH

Responsible to: CEO

Responsible for: Employment Services

Remuneration: £39,518 - £44,440

The Head of Employment Services is responsible for ensuring good employment outcomes, for people with disabilities or health related conditions. He/she will lead a highly motivated team to deliver pre-employability training, source placement/employment opportunities and provide support in employment. This support is generated from the provision of the following employment services programmes:

- Employment Support
- STRIDE
- Workable NI
- Training for Success
- Training for Success – Disability Support

Objectives:

1. The effective and efficient management of the employment services division and business development company wide
2. To contribute to the strategic plan and operational development of the company as part of the Senior Management Team
3. To contribute to the continued development of the business, including policy and practice in the areas of management, financial planning and control, quality assurance, health & safety, equality and external relationships

Main Duties and Responsibilities:

Strategic Function

- To contribute to the development and implementation of the Strategic plan, corporate decision making, business development and the achievement of company aims and objectives. Ensuring the business operates within the company's mission statement

- To actively contribute to and participate in ideas generation, problem solving and quality and service continuous improvement activities
- To develop strong strategic links with local government partners, charitable and voluntary organisations, sponsor Department and local industry and educational establishments to promote the company products and services
- To represent and promote the interests of the company at appropriate local, national and international levels

Operational Management

- To coordinate managers to ensure consistency and quality of employment services across Northern Ireland
- To ensure good employment outcomes for people with disabilities or health related conditions: by providing high quality pre-employability training; providing customised support for each participant; and, by developing employer relationships
- To identify tendering and development processes linked to new programmes or existing activities which enhance the employability of disabled people and people with health conditions
- To present monthly programme and budgetary reporting to Usel's Board
- To regularly assess monitoring and evaluations systems and processes
- To review marketing activities for the programmes, ensuring they are fit for purpose
- To evaluate effectiveness and efficiency of Usel Connect and implement changes where necessary

Governance & Financial Management

- Ensuring financial targets and other agreed targets are met in all departments
- To oversee the physical and financial resources of the company to ensure maximum utilisation, efficiency, effectiveness and quality of service
- To ensure that financial procedures and controls are effective, understood and are implemented across the company
- To ensure that the company complies with all governance requirements relating to equality and Section 75 duties
- To ensure all employment services policies and procedures are based on best practice and are compliant with current legislation and are implemented by staff
- To develop and implement policy and procedures to ensure that Usel is in compliance with all legal requirements
- To seek out new funding opportunities and submit grant applications across all business areas

People Management

- To provide effective, supportive and motivational leadership to staff to ensure they are developed to their maximum potential through performance management processes and established Key Performance Indicators
- Directs and monitors department managers to accomplish goals of the employment services plan. Acts as liaison between department management/subordinate levels, as well as executive/department manager levels to inform personnel of communications, decisions, policies and all matters that affect their performance, attitudes and results.
- To develop a working environment that promotes the health, safety and wellbeing of all employees through the implementation of H&S and H&W initiatives
- Recruits, trains, develops and evaluates staff. Takes corrective action as necessary on a timely basis and in accordance with company policy. Ensures compliance with local and national regulations, as appropriate

Person Specification

Criteria	Essential	Desirable
Qualifications/ Attainments	Proven experience of multi-functional operational management within employment provision and training delivery provision	Experience with Training for Success (TfS), Steps to Success and/or European Social Fund (ESF) programmes
Relevant Knowledge & Experience	<ul style="list-style-type: none"> • At least 3 years, gained in the last 5 years, in a middle/senior management role. Must be able to demonstrate experience in three of the following areas: <ul style="list-style-type: none"> - managing an operational team - development of a strategic plan - budget setting and delivery (budget should be in excess of £500k) - policy development • Demonstrable knowledge/experience in the following areas: Employment Services and Business Development • Employer engagement 	<ul style="list-style-type: none"> • Experience of evaluating work stream profitability or business case evaluation • Knowledge of Workable NI; TfS; and/or ESF programme models • Understanding of public sector governance framework
Skills and Competencies	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, both oral and written, including strong presentation skills • Proven people management skills which are demonstrable through experience of managing, directing and guiding the performance of others • Proven strong analytical and problem solving abilities • Demonstrable commercial awareness/business acumen • Proven effective organisational and time management abilities • Excellent ICT skills • Results-focused with ability to work on own initiative 	<ul style="list-style-type: none"> • Project Management • Business improvement • Business growth
Circumstances	<ul style="list-style-type: none"> • Flexible approach to ensure business needs are met • Access to a car or be able to meet the mobility requirements of the post 	