



JOB DESCRIPTION

POST:	Local Delivery Manager
HOURS:	37.5 hours per week
LOCATION:	Worthing
SALARY:	£35,000 per annum
ANNUAL LEAVE:	25 days + 8 bank holiday days paid holiday

PRIMARY JOB FUNCTION

Managing a team of 25 staff, we are looking for an individual who is passionate about making a difference and supporting unemployed individuals back into work.

You will lead a team of Work Coaches and staff to support jobseekers who are using our service. We are looking for energetic people who can inspire others and make a positive impact on our customers' futures.

We are looking for an individual who has experience of managing teams in a customer focused targeted role, who has excellent coaching/influencing skills and the ability to show a high level of understanding and motivation. If you have previous experience of managing programmes to support unemployed individuals back into work, we would particularly be interested to hear from you.

RESPONSIBILITIES

- Oversee a geographical area with responsibility for 25 staff.
- Lead, motivate and performance manage staff to continuously improve performance.
- Working collaboratively with the Senior Management Team to ensure a clear strategy is in place to achieve strong performance and stakeholder relationships.
- Regularly analyse Management Information and data to identify areas of performance improvement.
- Be accountable for achieving key performance measures for the team you manage.
- Set clear, consistent performance expectations for staff.
- Oversee the performance management framework for each role within the team ensuring a culture of challenge and support enabling all staff to exceed KPIs/targets.
- Manage teams in line with Company policies and procedures.
- Create, develop and implement reporting to monitor and manage staff performance, allowing for a proactive response to addressing any under-performance.
- Implement, deliver and embed a learning and development plan to continuously develop our teams.

- Manage a recruitment and retention plan across our team to ensure the retention, whilst attracting the best talent within the market.
- Deliver high employee engagement and satisfaction.
- Ensure compliance is met in line with Company policies.

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur.

PERSON SPECIFICATION

Education, Qualification and Training	
Essential	Desirable
<ul style="list-style-type: none"> • Good standard of education with GCSE to grade C or equivalent minimum in English and Maths. • Evidence of continuing professional development (CPD) appropriate to the level and scope of the role. 	<ul style="list-style-type: none"> • Management qualification.
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of managing a team in a customer focused results driven environment. • Knowledge of recruitment processes and the labour market. • Experience of managing a team within the welfare/benefits sector. • Experience and ability to coach and performance manage a team. • Excellent administrative, planning and time management skills. • Excellent written and verbal communication skills. • Experience in monitoring contracts and service level agreements. • Knowledge of the local labour market • Experience of proactively addressing issues. 	<ul style="list-style-type: none"> • Experience of budget management
Attitude and Behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • Flexible approach to change, innovation and progress in the work environment. • High standard of diplomacy, integrity and reliability. • An energetic approach to delivery • Open minded and able to embrace change. 	

<ul style="list-style-type: none"> • Willingness and ability to work occasional unsociable hours when required. • A positive assertive attitude to all aspects of work and development. • Professional, confident and compassionate approach to work. • Resilient with the ability to work under pressure. • Willingness to learn new skills and undertake further study related to role. • Confidence and self-awareness of own limitations and professional boundaries. 	
Other	
<ul style="list-style-type: none"> • Clean driving license and access to own car • You will require an Enhanced DBS Disclosure for this role, which the Company will pay for. 	