

JOB DESCRIPTION
Head of National Careers Service

JOB TITLE: Head of National Careers Service (Regional Manager for Bristol & Gloucestershire and South West England)	Salary Level 8 <ul style="list-style-type: none"> • Start: £43,474 • Mid: £45,569 • Top: £50,837
DEPT: Delivery	HOURS: 37 hours per week
REPORTS TO: Head of Delivery	LOCATION: TBC

Adviza Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

JOB PURPOSE
<ul style="list-style-type: none"> • To support the Head of Delivery, by taking responsibility for the National Careers Service contract, ensuring that service delivery is high quality, coherent and that resources are directed effectively. • Ensure linkages are made between projects and operational teams to avoid duplication and to maximise efficiency and impact for the benefit of service users. • Where necessary lead multi-disciplinary functions across the full range of Adviza business delivery and projects • Ensure that all contracts/projects in scope achieve their defined KPIs, and are delivered to budget. • To proactively promote Adviza and its services with key local partners and commissioners in order to seek new business opportunities, in line with Adviza strategic priorities.

MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> ➤ To plan, oversee delivery, and monitor impact of services for the National Careers Service (NCS) contracts, ensuring that business plan objectives are met and all contract targets achieved. ➤ Allocate available resource to best effect to achieve required tasks and priorities. Support, coach and line manage managers within NCS and, where appropriate, on other project delivery streams, including undertaking monthly support and supervision sessions and performance development reviews. Support these line managers to deal with staffing issues within their team. ➤ Be accountable for the quality and continuous improvement of the services delivered to adults in their segment/area. ➤ Analyse and interpret management information and other data to monitor the quality and impact of work, ensure KPIs are met, identify trends and take remedial action where this is required. Use this information to influence internal and external strategy and focus delivery.

MAIN DUTIES AND RESPONSIBILITIES

- Attend meetings relating to contracts held, new business opportunities or local partnerships, to promote Adviza, the contribution we can make and report on current performance.
- Act as a point of contact for commissioners and work with other managers to ensure that contract reporting requirements are met.
- Management of subcontractors including setting new contracts and financial profiles
- Identify and act on new business development opportunities.
- Take responsibility for and lead the working arrangements and relationships with other key providers in their area (e.g. Education providers, VCS organisations, training providers, employers, Job Centre Plus).
- Ensure that delivery managers receive clear communication about KPIs, priorities and the standards of work expected. Support project managers/team leaders in communicating and reinforcing these messages within their wider team.
- Actively promote change where required within the organisation, ensuring that their team understand and reflect Adviza's vision and values in the delivery of front line services.
- Monitor income and expenditure and take prompt action where required to ensure a balanced budget
- Identify, record risks and take appropriate action to mitigate these, including escalation when appropriate.
- Undertake other relevant duties that may from time to time be reasonably required appropriate to the role.

SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)

Number of employees directly managed/ supervised:	up to 10
Number of FTE (Full time Equivalents) employees indirectly managed/ supervised:	up to 50

PERSON SPECIFICATION
Head of National Careers Service

JOB TITLE: Head of National Careers Service (Regional Manager for Bristol & Gloucestershire and South West England)	Salary Level 8 <ul style="list-style-type: none"> • Start: £43,474 • Mid: £45,569 • Top: £50,837
DEPT: Delivery	HOURS OF WORK: 37 hours per week
REPORTS TO: Head of Delivery	LOCATIONS: tbc

KEY CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS, TRAINING AND EXPERIENCE	<p>Educated to degree level or equivalent.</p> <p>Significant management and supervisory experience.</p> <p>Proven significant experience of delivering services for young people and or adults in a variety of settings and from a range of social and cultural backgrounds.</p> <p>Experience of working with statutory and voluntary organisations supporting young people and for adults.</p> <p>Experience of successful performance management a front line delivery service</p>	<p>Holds a level 4 professional qualification in a relevant discipline.</p> <p>Expenses of managing front line delivery over a wide geography</p>

KEY CRITERIA	ESSENTIAL	DESIRABLE
<p>COMPETENCE SUMMARY (Knowledge, Abilities, Skills, Experience)</p>	<p>Ability to use IT for day to day communications, document production, planning and monitoring.</p> <p>Knowledge and understanding of project management including the ability to co-ordinate, monitor and evaluate service delivery.</p> <p>Ability to engage and work effectively with a range of agencies and organisations from the voluntary, private and statutory sectors.</p> <p>Excellent inter-personal, presentation and communication skills, both written and verbal, including report writing, negotiation, influencing and networking skills.</p> <p>Excellent organisational skills, including ability to prioritise work and meet agreed deadlines.</p> <p>Ability to remotely lead staff, set challenging targets and provide effective performance management.</p> <p>Ability to think creatively and adopt innovative ways of working in order to be an effective agent of change.</p>	<p>Knowledge and ability to use the CRM and MI databases.</p>
<p>WORK-RELATED PERSONAL REQUIREMENTS</p>	<p>Ability to deal with a large number of competing priorities.</p> <p>Committed to the promotion of services to young people and adults.</p> <p>Creative, with an ability to see possibilities and develop campaigns and projects.</p> <p>Team worker able to establish excellent relationships with colleagues and to work with them in order to deliver high quality services.</p>	

SPECIAL FACTORS

- Must be prepared to travel regionally and occasionally nationally.
- Prepared to work out of office hours in order to respond to demands of the role.
- Share with Adviza Partnership, the commitment to safeguarding and promoting the welfare of all children, young people and vulnerable adults.