



We're a social enterprise supporting people with learning difficulties and autism into jobs with a future

Job title	North East Service Development Manager
Main Function	<p>The North East Service Development Manager is a new addition to our Employment & Training programme. The role has been created to lead on the development and growth of NOW Group services across the geographical spread, delivering real employment opportunities for people with a range of learning difficulties, disabilities and autism.</p> <p>The successful candidate will be responsible for the management and development of our award winning employment programme 'Verve' with a particular emphasis on employer engagement to create job opportunities for our participants. The Service Development Manager will also have responsibility for leading and developing our team of professional Employment Officers.</p>
Location	NOW Group Head Office, Belfast
Reports to	Employment & Training Programme Manager
Hours	37.5 hours per week
Salary scale	£28,000 on the scale £25,000 - £31,999
Benefits	<p>22 days annual leave plus 12 statutory days (pro-rata) Holiday purchase scheme Flexible working initiatives Professional & personal Development opportunities Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counseling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike to Work Scheme</p>

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialise as valued citizens.

Main Responsibilities

Service Development

1. Develop strong working relationships with local stakeholders to create new employment opportunities for people availing of NOW Group services.
2. Forge NOW Group's reputation as a trusted business partner that delivers real social and commercial benefit to local employers.
3. Engage in meaningful dialogue with service users to ensure that the participants have a role in shaping service delivery.



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4. Develop excellent relationships with partners and stakeholders, representing NOW Group at events by delivering presentations, participating in discussions and explaining the work of the organisation.
5. Work with the Training department to identify appropriate training courses to match employment trends and participant needs.
6. Work with Marketing and Account Manager on key employer engagement activity including events and communication strategies.
7. Take a thought leadership approach to engagement with the employment sector through blogs and social media.
8. Keep abreast of developments in the job market including labour market information and employment trends.

Management

1. Lead and line manage the Employment Team, including work allocation, training, problem resolution and evaluating performance.
2. Motivate employees to achieve peak productivity and performance through coaching and mentoring as required.
3. Assist in the selection and appointment of staff, paid and voluntary, and ensure effective management of staff during induction and throughout probation period.
4. Produce accurate financial returns and monitor and report on progress against targets internally and externally to funders and business partners.
5. Undertake regular audits of client files to ensure compliance with organisational and funder guidelines
6. Manage and report on Employment Service budget.
7. Ensure organisational, team and individual annual KPIs are met.

Organisational

1. Become an ambassador for the organisation and build effective relationships with participants and stakeholders to further the Vision, Mission and Values of the organisation.
2. Contribute to the promotion of NOW Group services through a range of media as required.
3. Undertake any training as deemed necessary by Senior Management and to carry out any other duties as deemed appropriate to the post by Senior Management.

Quality and Compliance

1. Comply with organisational, project and legal codes of practice and conduct and attend all mandatory training to ensure compliance.
2. Ensure practice is in line with the Education & Teaching Inspectorate (ETI) Effective Practice and Evaluation Framework.
3. Ensure accurate record keeping of participant attendance, retention and progression in compliance with organisational data protection and confidentiality policy.
4. Lead the Employment team's contribution to NOW Group self-evaluation and quality improvement planning processes, ensuring continuous improvement in all areas of practice.
5. Comply fully with NOW Group's 'Organisational Approach to Safeguarding' ensuring that knowledge and skills in this area are kept up to date to ensure the safety and well-being of participants. This includes the notification to Senior Management of any untoward incident / accident involving either staff or participants, and the recording and reporting of any such incident / accident to the appropriate authorities.
6. Proactively identify risks in relation to participant safety and carry out general and individual risk assessments as appropriate, ensuring risk management procedures are followed.
7. Ensure the implementation and observance of Health and Safety Regulations.



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This job description is not definitive and may be subject to review as the duties and responsibilities determine

Key Internal Relations

The North East Service Development Manager will work closely with colleagues across the organisation to ensure that employment support is relevant to the needs of the individual participant and helps them meet their training and employment goals.

Key internal relationships include:

- CEO & Executive Team
- Senior Management Team
- Employment & Training Team
- Community Teams
- Social Enterprise Teams
- Quality and Impact Manager
- Marketing & Account Manager

Key External Relations

- Employers / Strategic partners
- Relevant participant stakeholders including parents/carers, social workers as appropriate
- Local Stakeholders groups, including; councils, trusts and education providers
- Funders
- Jobs and Benefits Offices

Personnel Specification

Essential

1. A full current driving licence and access to a car. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.
2. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
3. Minimum level 2 qualification in English and Maths
4. 3rd level qualification in a relevant discipline
5. At least 2 years' experience of developing and maintaining strategic networks
6. At least 2 years' experience of managing a team and meeting targets.
7. At least 2 years' experience of producing monitoring reports for a range of service level agreements
8. Excellent level of IT, communication skills and public-speaking/presentation skills.

Desirable

1. At least 1 years' experience of managing an ESF funded employment project.
2. At least 1 years' experience of taking a lead role in ETI inspections, self-evaluation and quality improvement processes.
3. At least 1 years' experience of managing a budget
4. At least 1 years' experience of assisting individuals to gain and sustain paid employment.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The shortlisting panel will not make assumptions as to your circumstances, qualifications, and experience.

Please note that employment with NOW Group may be subject to a check from the Access NI Service. For positions in regulated activity a check of the Data Barring Service (DBS) will be required. For further information please refer to the Access NI Code of Practice at: <http://www.nidirect.gov.uk/accessni>

Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. These are displayed on the next sheet. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

NOW Values	Behaviours -All Staff	Behaviours -Managers
Courage We challenge convention, ourselves and each other. We have the strength, willingness and determination to initiate, make things happen and to carry them through.	Takes practical approach to problem solving, proposes solutions rather than presenting problems.	Demonstrates creativity and innovation in development of solutions
	Uses initiative	Has confidence to address difficult situations using effective negotiation skills with internal and external stakeholders
	Is resilient, flexible and embraces change.	Embraces organisational change and supports staff to see it through to implementation
Accountability We are all champions of NOW Group. We take personal responsibility for achieving our objectives. We act with openness, integrity and trust. We ask for help, admit to our mistakes and put things right.	Committed to learning and developing in work	Is accountable for team performance, setting clear but challenging objectives which stretch develop and motivate staff
	Is open and honest when things don't go to plan. Reflects on own practice to improve.	Adheres to organisational guidelines in management of contracts, funds, data and personnel
	Takes responsibility	Acts as a strong role model for team, demonstrating commitment to the organisation and its leadership
Collaboration We are one company across all services and locations. We work towards a common goal through cooperation and teamwork. We are all NOW Group people and treat each other with respect regardless of status	Is a strong team member, supportive of all colleagues and flexible	Supports other teams and managers taking a corporate approach to meeting organisational objectives
	Communicates well with colleagues in other teams, shares ideas and knowledge	Communicates effectively to team to build trust and break down barriers
	Is an Ambassador for NOW and actively promotes all areas of the business	Engages a range of customers and stakeholders using external networks to ensure organisational growth and success
Impact Our services change lives. We listen to our participants*, their families and communities and use continuous improvement to deliver results. We are relentless in our pursuit of success and excellence. <i>(*also external and internal customer)</i>	Looks for and suggests ways to improve own and team performance	Committed to delivering high quality services through continuous improvement of own service
	Puts the participant/customer at the heart of service delivery, delivering services that make a difference	Seeks and uses feedback from participants/customers to make improvements to service delivery
	Always delivers to highest quality	Seeks and uses relevant data to measure impact of service