**Role Profile**

**About Calico Enterprise**

Founded in 2007, Calico Enterprise provides goods and services to meet the purpose of supporting vulnerable individuals with care and support, training and personal development, skills and employability opportunities along with delivery of a range of innovative social enterprises.

The Skills and Enterprise vision is that through passion and a shared belief for positive change, we aspire to create skills and employment opportunities together with unique and innovative services that offer a bright future to people, places and local communities.

It is through a variety of services that Calico Enterprise come together to make a difference and be the conduit to social change within the communities we serve. Our ethos is embodied through diversity, inclusivity, progressive, innovation and authenticity.

**About the Employability & Skills Team**

Our team embraces difference, promotes authenticity, and encourages wholeheartedness. It is through the social changes that make our communities thrive that we flourish as a team. We face barriers alongside our customers to empower, encourage and inspire with tenacity and vigour. It is through this community social investment that rewards are felt both internally and across the communities so close to our hearts.

The Calico Employability & Skills team work together cohesively to improve the prospects of our participants and work collaboratively across the group to utilise all the strengths that The Calico Group has to offer to our customers.

**Role:** Employability & Skills Project Manager

**Responsible to:** Service Operations Manager

**Responsible for:** Employment Coaches x 7 & Employability Administrator x1

**Business Area/Company**: Calico Enterprise – Employability & Skills

**Why this role exists**

This role plays a vital part in the work we do within Calico Enterprise’s Employability & Skills team, acting as the operational lead for our employability & skills provision. It ensures the team are supported to carry out their role effectively, delivering efficient and customer focused careers services. Project managing work to ensure targets are maximised through effect relationships, efficient processes, linking all existing employability provision and collaborating with the wider Group. It monitors KPIs acting in a proactive way to manage performance and affect change to meet outcomes and evidence social impact across marginalised cohorts. It delivers effective project management, supports the team to gain outstanding outcomes, demonstrates value for money and promotes a positive working atmosphere. This role plays a key part in ensuring that staff culture is at the heart of the department and promotes an environment where staff feel they are able to bring their whole self to work and have trusting relationships by knowing their team members and what part they play within the team.

**How this role will deliver success**

* Effective coordination of programme delivery within multi partner setting supporting activity wherever necessary to allow us to achieve a diverse array of upskilling and employment outcomes.
* Identify and provide pathways for people to gain employment and up skill to enable them to achieve their career aspirations.
* Gain robust customer feedback that demonstrates the positive impact the service has on individuals and allows us to develop and grow the service because of the feedback we receive.
* Promote the impact of good internal partnership work by sharing best practice that demonstrates how using a collaborative approach we can engage and integrate the services of the wider Groups within our own. This optimises the positive impact we can have with our customers that allows us to reach and address complex needs that are beyond those of only employability and skills needs.
* Efficient professional collaboration with partners developing and cultivating networks and contacts with employers, training providers and referral partners that allows us to support the diverse complex needs of our customers and provide pathways that may otherwise be out of reach.
* Achieve and outperform Key Performance Indicators ensuring that we are a lead provider that holds a consistent reputation for achieving results whist at the same time doing the right thing for our customers.
* Knowing your teams and having outstanding staff morale by gaining high staff satisfaction feedback and developing areas that highlight best practice or the need for improvement that ultimately provides a working environment where our staff will flourish.
* Holding high standards compliance across all programmes (GDPR, submissions, financial disclosure) ensuring that we retain existing, and gain new contracts which directly supports business continuity and grow.
* Successful management of budgets, profiles, invoicing and debt management that allows us to effectively manage our accounts, maximise funding and provide excellent value for money.
* An engaged, proactive, and motivated employability team who feel connected to the purpose of the Group and the vision & objectives of Calico Enterprise. This will enable staff to know and understand how their individual role contributes to our goals and ambitions as a company and service.
* Maintaining high standards of Health and Safety good practice and requirements with associated paperwork, including monitoring and preparing associated risk assessments to ensure that our staff and customers are safe in the various locations and sites we work within.
* Creating a better understanding regarding disabilities across the wider Calico group to ensure we are able to provide opportunities that best fit the needs of the people we are working with and allows them to up skill and gain long term work.

**A day in the life of this role**

This role will work in a very busy fast paced environment managing operational service delivery, supporting the Employment Coaches, Business Administrator and Project SEARCH team through regular project & service team meetings, 1 to 1’s, personal development and wellbeing sessions that we call My Time. This role will report into the monthly senior management team meeting in which monitoring performance, KPI’s and staff will be the key focus. Demonstrating how these results are helping us to achieve our company objectives and meet our vision. This role establishes and cultivates external links that directly supports us to meet our contractual requirements. Monitoring performance and KPIs, ensuring claim submissions and invoices are progressed in a timely way, supporting staff and their well-being, attending collaborative meetings internally and externally, data checking, producing reports, service improvement, team management, support/chair meetings, ensure compliance (GDPR, project compliance), data cleansing, recruitment support, project management, team working, support bid writing with specialist knowledge in relation to LD and disability.

**What you need to be successful in this role**

* A clear understanding and experience of government funded provision relating to employability and skills
* Experience of effective operational management with to deliver services to customers in the most efficient manner possible, while ensuring high quality standards and support to staff and teams
* A strong understanding of claims processes and match funding
* Proven track record of experience in providing effective line management
* Experience of multi-agency and partnership working
* Understand the diverse needs/backgrounds and complex needs of our customers, including a good knowledge surrounding disability (LD/ASD/Physical)
* Experience of safety planning and risk assessments with staff and customers
* The ability to advocate on behalf of clients in multi-agency settings
* The skills and experience to crisis manage in a busy office environment
* Ability to build effective relationships, liaising with agencies and being an advocate
* Ability to work responsibly and on own initiative, as required
* Commitment to a team orientated environment
* To have excellent time management and organisational skills working on own initiative and within a multi-disciplinary team environment
* Ability to use computer packages i.e., word documents, emails, spreadsheets, and in-house case management systems

**To be successful in all Calico Group roles, candidates will need to demonstrate that their values and behaviours align with ours. This will assessed throughout the recruitment process.**