



Role Profile

LEAD OFFICER - EMPLOYABILITY			
Reference No.	I521.01	Type	Individual
Service	Economy, Planning & Employability		
Job Family	Professional	Grade	FC09

Purpose
<p>Lead on identified work areas of the Team on a day to day basis, on the instruction and guidance of, the Service Manager, including the work of other staff. To develop and implement new initiatives within the service, ensuring liaison and collaboration across and between portfolio areas as appropriate, which will consistently deliver high quality customer focused services.</p> <p>Support and assist the Service Manager in ensuring the effective organisation and delivery of the statutory and non-statutory, technical, professional and operational standards to achieve the requirements of the Team and service as a whole.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Working in conjunction with the Service Manager to ensure the application of a service wide approach ensuring the consistent application for appropriate practices, policies standards within the Team and the maintenance of high professional/technical and operational standards initiating formal disciplinary measures if required.</p> <p>Allocating and supervising the work of staff to achieve and maintain targets both on a day to day basis, and on specific projects. Ensuring</p>	<p>Educated to SCQF level 8, which includes an HND or equivalent</p> <p>Technical experience of training and skills in a development role</p> <p>Ability to provide a regular and effective service</p> <p>Management skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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effective individual performance levels, monitoring and performance reporting via systems operating and applying people management skills e.g. staff motivation, team building, conflict resolution.	Experience of managing staff performance (Deliver Results – See How We Work Matters Framework)		✓
Delivering skills and employability provisions suited to clients with multiple barriers to work in the context of contract requirements and Service and Council priorities. Ensuring appropriate assessment and support arrangements are in place for all client groups.	Knowledge of employability, skills and employer engagement at policy level	✓	
Contributing to the achievement of the Service and Team Plans.	Experience of effectively managing conflicting demands	✓	
Maintaining an overview of the Team’s activities in order to meet agreed targets by the allocation of staff/resources to meet competing priorities. Allocate and schedule work on an ongoing basis. Advise the Service Manager of relevant issues or slippage of contract delivery. Informing the Management Team of National, Scottish Government, Contractor and Council policy which could impact on the work of the Section and assess the implication of this policy/strategy.	Interpersonal skills (Work together)	✓	
Carrying out processes to service standards within the employee development and recruitment framework in line with the corporate process e.g. provide support or on-the-job coaching and contribution management. Developing new initiatives and methods of working to improve the quality and effectiveness of a range of service delivery. Researching new areas of work and approaches used elsewhere to enhance delivery of programmes/project provisions. Delivering centre based and project provisions to such client needs in line with contract requirements and Council and Service priorities. Exploring and fully utilising both the Intranet and Internet sites as increasingly important communication channels for Service wide issues.	Experience of web, Customer Relations Management, and other relevant technologies in a customer service context (Embrace technology and information) Creative and practical solution skills (Focus on customers)	✓ ✓	

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<p>Working closely with other Lead Officers in the Section/Service to capitalise on skills and experience in relation to Service needs in order to ensure that delivery is met effectively.</p> <p>Developing all placement provisions to suit client needs in the context of contract requirements and Service and Council priorities.</p>			
<p>Cascading information from the Service Manager to update staff in the Team with events in the Council or the Service through briefing sessions, meetings or regular informal contact.</p>			
<p>Assisting the Service Manager by monitoring internal attendance management targets, and staff performance in relation to these targets, to ensure these are maintained or improved.</p> <p>Deputising for the Service Manager as required e.g. meeting attendance, mail handling and correspondence.</p> <p>Leading on the preparation of reports for internal and external audiences, including Council committees and develop briefing notes, strategies and action plans for the service using a range of communication styles.</p>	<p>Analytical skills</p>	✓	
<p>Ensuring new and existing staff are trained to undertake duties within the Team. Undertake training needs analysis in line with service delivery requirements. Appraise the Service Manager of any training requirements.</p> <p>Monitoring the operation of the Team to identify trends and changes of priority for future resource planning and service delivery priorities and procedures.</p>			
<p>Leading on the collation and interpretation of Performance Indicators/data.</p> <p>Ensuring that all Economy, Planning and Employability Services delivery and contracted delivery is accessible to all groups in the</p>	<p>Experience of process improvement and the use of LEAN tools in the public sector (Take ownership)</p> <p>Experience interpreting complex performance data</p>	✓	✓

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<p>community.</p> <p>Identifying gaps in provisions and develop collaborative, initiatives to improve access to employment and training for all disadvantaged groups.</p> <p>Working with Service Managers and partners to target excluded groups through creating innovative initiatives and approaches to service users.</p>			
<p>Assisting in the investigation of complaints where required, review the nature of the complaints in line with the corporate and service Complaints Procedure and standards.</p>			
<p>Reviewing practices and procedures to promote improvements to service delivery and client satisfaction by more effective use and deployment of resources within the team to contribute to the wider service and corporate goals.</p>			
<p>Ensuring all work is carried out in line with, and assist in developing quality assurance and best practice procedures.</p> <p>Working collaboratively with other Council Services, Council staff and employers and external partners, ie Job Centre Plus and Skills Development Scotland in relation to deliver innovative client-focussed provisions and delivery of contracts in this area of work as well as to develop transitional employment opportunities, including intermediate Labour Market provisions and enhanced progression pathways.</p>			
<p>Assisting in monitoring of external organisations and suppliers in receipt of funding from the Council.</p> <p>Fulfilling the role of Link Officer with Job Centre Plus, Skills Development Scotland, voluntary sector and other agencies to ensure contract compliance for specific skills and employability programmes.</p> <p>Negotiating contracts with sub-contractors and monitor quality of provisions.</p>	<p>Presentation Skills</p>	<p>✓</p>	

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Assisting with the operation and control of the budget in liaison with your Service Manager. Provide information to the Service Manager(s) for the preparation of budgetary estimates, spending profiles and plans	Experience of developing commercial/income generating approaches		✓
Producing Team and Service reports as required. Produce and present reports, guidance and other documentation as required. Preparing Briefing Notes, Committee Reports and attend Committees/Pre-Committees as required.	Report writing skills	✓	
Participating in budgetary review and provide information to the Service Manager (s) on necessary actions and implications of budgetary adjustments.	Financial Skills	✓	
Applying appropriate audit, control and collection procedures to monitor expenditure. Developing new employability and skills initiatives through planning to implementation. Planning, initiating and developing new methods of working to provide high quality and effective levels of Service to various client groups.			
Ensuring budget information is available timeously for inclusion in any Team/Service budget process and is in line with contract and service budgets. Producing estimates on viability of proposed training projects and ensure that projects are effectively managed and controlled.			
Recommending partnership working approaches, developing methods of cost reduction, securing external funding, and seeking new methods of working.			
Authorising payments to contractors, operators and suppliers as required.			
Supporting the Service Manager in the provision of consultation to Members, the public/clients/customers and members of the Team.			

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Assisting the Service Manager to liaise with other Authorities/local and national partnerships in planning and delivering cross boundary/multi-disciplinary and Fife wide services and projects.			
Representing the Service at Council Committees, Sub-Committees, Community Partnership Groups, Cross-Service Working Groups and Project Teams as required.			
Developing with the Service Manager new methods of working to improve service delivery and encourage best value solutions to service delivery problems. Ensuring evaluation and review mechanisms are in place for these solutions.			
Assisting newly locating or expanding employers seeking to access labour and skills via co-ordinated support including Fife Council, Scottish Enterprise, Job Centre Plus.			
Playing an active role on the issue of health, safety and welfare of staff, including those contracted or in partnership, to deliver services on behalf of the Council.	Knowledge of Health & Safety	✓	
Developing with the Service Manager a customer-orientated approach, new methods of working to improve service delivery. Ensuring evaluation and review mechanisms are in place for these solutions.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results