



Role Profile

Lead Officer – Employability (Matrix)			
Reference No:	K115		
Service:	Employability		
Job Family:	Business Management & Improvement	Grade:	FC09

Purpose
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. 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.

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
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. Allocating and supervising the work of staff to achieve and maintain targets both on a day to day basis, and on specific projects. Ensuring effective individual performance levels, monitoring and performance reporting via systems operating and applying people management skills e.g. staff motivation, team building, conflict resolution.	Educated to SCQF level 8, which includes an HND or equivalent Technical experience of training and skills in a development role Ability to provide a regular and effective service Management skills	✓ ✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

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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.	Experience of managing staff performance (Deliver Results – See How We Work Matters Framework)	✓	
Contributing to the achievement of the Service and Team Plans.	Knowledge of employability, skills and employer engagement at policy level	✓	
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.	Experience of effectively managing conflicting demands	✓	
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.	Interpersonal skills (Work together)	✓	

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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>Experience of web, Customer Relations Management, and other relevant technologies in a customer service context (Embrace technology and information)</p> <p>Creative and practical solution skills (Focus on customers)</p>	<p>✓</p>	<p>✓</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>✓</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. Working with Service Managers and partners to target excluded groups through creating innovative initiatives and approaches to service users</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>	<p>✓</p>	<p>✓</p>	

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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.				
Ensuring all work is carried out in line with, and assist in developing quality assurance and best practice procedures. Working collaboratively with other Council Services, Council staff and employers and external partners, ie Job Centre Plus and Skills Development Scotland				
Negotiating contracts with sub-contractors and monitor quality of provisions				
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. Applying appropriate audit, control and collection procedures to monitor expenditure. Oversee budgetary and operational audits and implement controls /procedures as necessary. Attend and contribute at quarterly Budget monitoring meetings set/agree sales income targets, labour charges, maintain staffing budgets	Financial Skills	✓		

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Ensuring budget information is available timeously for inclusion in any Team/Service budget process and is in line with contract and service budgets. Authorising payments to contractors, operators and suppliers as required.			
Recommending partnership working approaches, developing methods of cost reduction, securing external funding, and seeking new methods of working.			
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.			
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.			

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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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Job Title (Specialists Tasks)			
Monitor and schedule maintenance and replacement schedules for Plant, machinery and tools	Knowledge of planned preventative maintenance approaches		✓
<p>Ensure health and wellbeing, duty of care for employees in the supported employment setting, ensuring provision is met for employees with disabilities and mental health issues.</p> <p>Refer employees to Occ. Health when required. Provide reports on employees and consult with occupational health provider and staff to ensure reasonable adjustments are appropriate, and in context with contractual requirements, Council and Service priorities.</p> <p>Initiate holistic assessments for new employees at Matrix to enable the provision of TESG funding</p>	Level 3 Certificate for Supported Employment Practitioners		✓
<p>Ensure Matrix vehicles are serviced and maintained according to Fleet service schedules. Coordinate with Matrix staff team the production activities around the service schedules.</p> <p>Maintain records of authorised drivers, checking and updating driver licences in line with Council policy.</p>			

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<p>Contribute and assist the Service Manager with the Matrix Risk Register and monitor update as required. Ensure operations and practices are carried out in line with best practice.</p> <p>Liase with service manager and key stakeholders to form Matrix business plan.</p>			
<p>Monitor and maintain Trusted trader status, reviewing feedback and comments and ensuring quality assurance is maintained.</p>			
<p>Attend and represent Matrix at British Association of Supported Employment quarterly meetings. Cascade information regarding supported employment, Government policy changes, DWP/ TESG funding, procurement and contract opportunities to service Manager/Team. Highlight concerns and issues in regard of Matrix as a supported business and of its employees.</p>			
<p>Engage with Procurement departments of Fife Council and Scottish Government to secure work contracts and tenders for Matrix. Complete and submit Tenders on behalf of Matrix.</p> <p>Maintain records and coordinate claims monthly for TESG funding from DWP and initiate new payments following individual employee assessment</p>			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

Version: 1.4

Issue date: October 2023