

## **Regeneration and Culture**

### **Work Redbridge Team Leader Job Description and Person Specification**

**January 2025**

## Job Description

<b>Job Title:</b>	Work Redbridge Team Leader
<b>Department:</b>	Regeneration and Culture
<b>Function:</b>	Regeneration
<b>Team:</b>	Work Redbridge/ Economic Development
<b>Post number:</b>	S006216, S006208
<b>Grade:</b>	LBR 11
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
<b>Base location:</b>	Lynton House / Hub Central/outreach locations
<b>Reports to:</b> <i>Job title</i>	Work Redbridge Employment & Apprenticeships Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	Work Redbridge Employment Specialists Volunteers temporarily placed with Work Redbridge
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>To contribute to the achievement of Council objectives, particularly in relation to employment, skills and enterprise provision, through the operation of its Work Redbridge Service.</p> <p>As the <b>Work Redbridge Team Leader</b>, you will manage a team of Work Redbridge supported employment specialist to achieve positive employment outcomes for residents by managing the client referral and triage process, health integration, and advisor caseload management to meet and exceed performance targets, compliance with contractual guidelines and quality procedures.</p> <p>You will have knowledge and experience of delivering supported employment practice such as Individual Placement Support (IPS) and / or Supported Employment Quality Framework (SEQF) to meet high fidelity. The Team Leader will also manage a small caseload of clients to promote practice-based delivery through experience and learning, with a focus on supporting vulnerable residents, including those with a disability, mental health, long term health conditions and wider barriers into sustainable employment.</p> <p>The role will promote economic well-being, tackle in-work poverty and reduce dependency on public sector resources, working collaboratively across Work Redbridge partners, including integration with Council teams, Health Services, Community &amp; voluntary sector partners, and local employers, to secure sustainable job outcomes for residents.</p>

<b>Key external contacts:</b> <i>Organisations</i>	<ul style="list-style-type: none"> <li>• Redbridge residents looking for support finding work, training, volunteering or self-employment</li> <li>• Local Employers</li> <li>• Enterprise Hub</li> <li>• Local London</li> <li>• NHS &amp; health practioners</li> <li>• Schools</li> <li>• Colleges</li> <li>• Voluntary Organisations</li> <li>• Training Providers</li> <li>• Externally funded employment support providers</li> <li>• Job Centre Plus</li> </ul>
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> <li>• Housing</li> <li>• Welfare Benefits</li> <li>• Children's Services</li> <li>• Disability Services</li> <li>• Mental Health Services</li> <li>• Adult Social Services</li> <li>• Youth Service</li> <li>• Families Together</li> <li>• Social Workers</li> <li>• Income recovery service</li> </ul>
<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	n/a
<b>Key areas for decision making:</b>	<ul style="list-style-type: none"> <li>• Performance management and decisions to ensure advisors meet KPIs, project outcomes and targets are achieved.</li> <li>• Referrals, integration, triage process, and caseload capacity</li> <li>• Using expert and specialist knowledge to carry out individual needs assessments, applying principles of evidence-based practice such as IPS/SEQF, including integration, vocational profiling and rapid job search, taking into consideration local labour market intelligence.</li> <li>• Making decisions on Service delivery to ensure quality assurance and adherence to quality frameworks and delivery models.</li> <li>• Using professional judgement to build relationships and collaboration with local service providers and make multi agency referrals, based on individual needs assessment.</li> <li>• Identify suitable job opportunities for residents with mental health conditions, disabilities, learning needs or other complex barriers.</li> <li>• Balancing resident needs with employer recruitment and job requirements.</li> </ul>
<b>Other considerations:</b> <i>E.g. working patterns</i>	<p>Work Redbridge is a face-to-face service and postholder needs to be flexible in meeting clients at delivery locations, including travelling to locations in the Borough to deliver outreach and engagement with clients. Occasional working outside standard office hours.</p>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>To lead the Work Redbridge Team in the implementation and delivery of specialist employment support to residents and to meet project outcomes, quality assurance, and KPIs for both internal and external funded programmes.</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• To contribute to the achievement of Council objectives, particularly in relation to Employment, Skills and Enterprise provision.</li> <li>• To lead the delivery of internal and externally funded programmes, to achieve team performance targets and KPIs, in line with contractual guidelines, compliance and quality procedures.</li> <li>• To lead on quality assurance to ensure delivery adheres to funding requirements and evidence-based practice such as IPS/SEQF principles, to achieve high Fidelity.</li> <li>• To provide line-management to Employment Specialists including mentoring, caseload review, performance management, quality assurance, induction, well-being support, training and continuous professional development.</li> <li>• To promote collaborative working and build effective partnerships with stakeholders such as DWP, local Support Services, NHS, Primary Care Trust and other Health Professionals, to ensure client barriers to work are met</li> <li>• Responsible for sourcing suitable job opportunities for clients and building relationships with employers to discuss opportunities for job carving, reasonable adjustments, and access to work.</li> <li>• Lead the triage process of client referrals to ensure eligibility, suitability and registered on appropriate funded projects.</li> <li>• Engaging with key partners to promote the Service through outreach, events and presentations to generate suitable referrals</li> </ul>
<b>To manage the Work Redbridge Employment specialists to deliver supported employment to residents, working to agreed objectives, targets and resources.</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Manage performance to deliver targets for funded projects, including setting goals, providing feedback and performance improvement plans.</li> <li>• Lead on quality assurances such as Matrix, IPS Fidelity and SEQF Base models, to ensure advisors are delivering high quality vocational profiles, evidence-based action plans, CVs, tailored job search, applications and interview support.</li> <li>• Coordinating and offering a holistic and joined up service to residents who are already engaged with other council departments, including NHS primary care, DWP and other health professional</li> <li>• Managing appropriate group support sessions including work clubs, coffee mornings, employability workshops and employer information sessions to Redbridge residents</li> <li>• Monitoring progress and outcomes achieved, contributing quantitative and qualitative data for quarterly evaluation reports</li> <li>• Responsible for achieving project outcomes and performance targets to secure external funding</li> </ul>

<p><b>To manage a caseload of vulnerable residents, providing specialist employment support and IAG, to progress them into sustainable employment.</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• To manage a specified case load of clients referred to Work Redbridge with multiple and complex barriers to employment. Offering Specialist Employment Support such as IPS and SEQF, in-depth vocational profiling, intensive support, and identifying solutions through action planning, employment brokerage and job analysis.</li> <li>• Completing detailed initial assessments with clients to understand wider barriers; to employment including health and general well-being, basic skills and entitlement to benefits</li> <li>• Applying effective coaching and motivating skills to move clients into sustainable work or training. Offering broader, holistic support to case loaded clients in partnership with other internal and external partners including money management, better off calculations, childcare and housing support.</li> <li>• Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.</li> <li>• Deliver in-work support to clients in employment to ensure job sustainment.</li> <li>• Supporting key target groups including residents affected by welfare reform changes, living in temporary accommodation, rent arrears, disability or care leavers into employment.</li> </ul>
<p><b>To be responsible for delivering job brokerage to clients and engaging with local employers to source vacancies for residents</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Identifying suitable employment opportunities that clients can apply for and preparing them effectively; and where appropriate, liaising with employers to promote work trials, supported employment opportunities and other incentives in the interest of both the client and employer</li> <li>• Establishing and maintaining strong working relationships with employers to broker job opportunities and reverse job matching to meet the needs of clients,</li> <li>• Maintain on-going communication with employers to ensure clients sustain employment by discussing reasonable adjustments and supporting with access to work, where relevant</li> <li>• Utilising a coaching and mentoring approach to offer ongoing employability and in-work support to clients up to 12 months from gaining employment and continue to identify opportunities for them to progress in their career.</li> <li>• Secure evidence of sustained employment that meets the needs of external funders.</li> </ul>
<p><b>To maintain the integrity of the CRM database and associated client records</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Maintaining detailed, accurate and up to date records of all activities concerning residents in appropriate formats, in accordance with information governance and quality requirements for internal and external funders</li> <li>• Ensure advisors are accurate and effective in the management of CRM database, tracking the sustained outcomes of clients</li> <li>• Ensuring all clients sign confidentiality and data protection agreements</li> <li>• Delivering monitoring reports on client progress on a monthly basis and case studies to celebrate achievements</li> </ul>
<p><b>To ensure quality assurance of the service and delivery of high standard employment support for residents.</b></p>	<ul style="list-style-type: none"> <li>• Deliver services in adherence to supported employment frameworks such as IPS and SEQF principles and meet contractual requirements to ensure high fidelity and positive outcomes for residents.</li> <li>• Conduct audits and sample checks of clients records to provide constructive feedback to improve practice.</li> <li>• Support Employment Specialists with caseload management with regular meetings and caseload review.</li> <li>• Provide case studies and contribute to reports for internal and external stakeholders, showcasing programme impact.</li> <li>• Report relevant data and progress to support with on-going monitoring and evaluation activities.</li> </ul>

<b>To lead on an area of work within the Work Redbridge Team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Gathering information, good practice and knowledge to share with the team.</li> <li>Leading on an area of specialism such as welfare reform changes, care leavers support, disability employment support, employability resources and workshops.</li> </ul>
<b>To contribute to ongoing promotion and evaluation of the Work Redbridge service</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Ensuring positive promotion of the Work Redbridge brand across the borough.</li> <li>Assisting the Employment Skills &amp; Apprenticeships Manager with evaluation of provision, advising on best practice and adequacy of commissioned training and providing feedback to partners.</li> </ul>
<b>To maintain contacts and relationships with key stakeholders and integration with key services.</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Engaging in partnership working and integration with key stakeholders to meet supported employment fidelity, particularly NHS, Mental Health, Drug &amp; Alcohol, Leaving Care, Housing, Early Family intervention, Adult Services and Community groups.</li> <li>Establishing and maintaining partnership links and identify potential referral pathways with key contracted service provision including Local London, DWP and London Councils delivering a co-location approach for key programmes</li> <li>Developing, publishing and maintaining information appropriate to areas of work and make this available to colleagues, external partners and the community.</li> <li>Developing and supporting cross Council and inter-agency networks to promote partnership working and improve the quality-of-service delivery and the knowledge and skills of colleagues working in related fields through the understanding of employment support programmes and necessary referral mechanisms.</li> </ul>
<b>To maintain on-going professional development and practices</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Keeping abreast of ongoing welfare reform changes and legislation and to maintain ongoing professional development and practice</li> <li>Taking responsibility for own development, actively pursuing learning and developmental opportunities, working with line manager to develop and implement a personal development plan.</li> <li>Adhering to Council's policies on Equal Access, Equal Opportunities, Data Protection and Health and Safety.</li> <li>Maintaining CPD and leave logs.</li> </ul>
<b>Other</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>All other duties commensurate with the grading of this post as directed from time to time</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>

<b>Conduct and Whistleblowing</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans within the wider Regeneration service</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.</li> </ul>

### Person Specification

<b>Job Title:</b>	Work Redbridge Team Leader		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	<ul style="list-style-type: none"> <li>• Holds a relevant professional qualification at degree level or equivalent</li> </ul> Or	A	3
	<ul style="list-style-type: none"> <li>• Holds an NVQ 6 (or above), or equivalent in Careers Information, Advice and Guidance essential</li> </ul> Training specific to supported employment frameworks such as IPS, SEQF or similar models would be advantageous.	A	3



<b>Minimum experience/ knowledge/ skills:</b>	<ul style="list-style-type: none"> <li>▪ An excellent understanding of the National, Regional and Local agendas, relevant employment &amp; housing legislation and provision and referral mechanisms regarding employment, skills, welfare benefits and enterprise.</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>▪ Demonstrable experience of delivering supported employment to individuals with disabilities, mental health conditions and barriers to employment.</li> </ul>	A/I	3
	<ul style="list-style-type: none"> <li>▪ Good understanding of the principles and practices of IPS and/or SEQF, including integration with clinical teams, vocational profiling and rapid job search.</li> </ul>	A/I	3
	<ul style="list-style-type: none"> <li>▪ Skills in coaching, motivating and mentoring individuals to improve employment readiness and build confidence.</li> </ul>	I/T	3
	<ul style="list-style-type: none"> <li>▪ Experience of managing staff and / or teams to achieve performance outcomes.</li> </ul>	A/I	3
	<ul style="list-style-type: none"> <li>▪ Experience of working in an outreach or community setting delivering quality information, advice and guidance to clients with complex needs</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>▪ Ability to manage a large caseload of vulnerable clients, reviewing and tracking progress using effective coaching and motivating skills</li> </ul>	A/I	3
	<ul style="list-style-type: none"> <li>▪ An understanding of the barriers faced by disadvantaged groups in accessing employment, and ways in which these can be addressed including collaborating with partners and multidisciplinary teams to provide tailored support.</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>▪ Experience delivering externally funded employment projects (ESF, DWP, GLA) in order to achieve outcomes within specified deadlines.</li> </ul>	A/I	2
	<ul style="list-style-type: none"> <li>▪ Significant experience and knowledge of good community and stakeholder engagement practices.</li> </ul>	A/I	2
	<ul style="list-style-type: none"> <li>▪ Experience of working within Local Government</li> </ul>	A	2
	<ul style="list-style-type: none"> <li>• Experience of employer engagement and job brokerage, advocating effectively and negotiating workplace adjustments.</li> </ul>	A/I	3

<b>Minimum behaviours:</b> Customer service	<ul style="list-style-type: none"> <li>Ability to conduct in depth needs assessments or vocational profiles to determine individual needs and action plans.</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>A clear commitment to excellent customer service with proven experience of having driven a customer focussed approach in similar roles.</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>Ability to secure positive outcomes for vulnerable residents including those with complex needs and/or challenging behaviours</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>Agile working with the ability to operate from multiple locations and in conjunction with care and support services</li> </ul>	I	2
Communicating and influencing others	<ul style="list-style-type: none"> <li>Ability to communicate effectively with residents, other professionals, elected members, businesses and partner organisations including supporting the preparation of reports and correspondence</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>Ability to build strong partnerships with stakeholders, employers and local community and develop referral pathways and employment opportunities.</li> </ul>	A/I	3
Working together	<ul style="list-style-type: none"> <li>Highly developed team working skills within a range of roles, able to demonstrate concern and respect for other people's opinions</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>Ability to work well under pressure and recognise when to escalate issues to managers and takes action appropriately</li> </ul>	I	2
Driving improvement	<ul style="list-style-type: none"> <li>Commitment to continuous improvement and the ability to deliver efficiencies whilst maintaining quality and effectiveness.</li> </ul>	I	3
	<ul style="list-style-type: none"> <li>Ability to review and analyse personal performance and implement changed ways of working to address any issues.</li> </ul>	I	2
Adaptability	<ul style="list-style-type: none"> <li>Highly flexible style and ability to respond to changing priorities.</li> </ul>	I	3

Leadership and managing people <i>(for those with line management responsibility)</i>	Managing a team of Employment Specialists to achieve outcomes and fidelity	I	3
	Managing project performance and leading on quality assurance	I	3
Strategic perspective <i>(for senior management posts)</i>	N/A		
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>Some work may be required outside of usual office hours</li> </ul>		3