

Job Description

Job Title:	Employer Engagement Manager (Sector Hub)
Service Area:	Place Communities and Enterprise
Team:	Local London
Post number:	S007542
Grade:	LBR18 - SCP 53 (£68,784) to 56 (£72,399)
Contract Type/ Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	Permanent
Base location:	Hybrid Role, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
Reports to: <i>Job title</i>	Head of Programmes
Responsible for: <i>Job titles of direct reports</i>	3 X Employer Engagement Officers
Role purpose:	To set up, lead and manage the Local London Sector Hub, the team and budget, delivering a coordinated, employer-led approach to skills and workforce development across the sub-region in line with the Mayor of London's Inclusive Talent Strategy and the Local Skills Improvement Plan (LSIP) and sub-regional annex. The postholder will be responsible for driving the strategic direction and operational delivery of the Hub, ensuring that employers from priority sectors covering Construction, Creative, Health and Social Care are informing and shaping skills and employment provision, workforce pathways and priorities across the sub-region. The postholder will act as the key interface between employers, Local London and its boroughs, the Local London Skills Provider Network and the Greater London Authority's Sector Talent Boards and Pan-London Sector Hubs. The postholder will drive system change, embed an employer-first approach and improve coordination across boroughs, providers and programmes in engaging employers from the priority sectors. This role combines strategic system leadership with operational management, ensuring the Hub functions as the central coordination point for employer engagement, complimenting local activity, reducing duplication, strengthening system alignment between key partners and improving access to opportunities for residents, particularly those facing barriers to work or who are underrepresented in the priority employment sectors.

	The postholder will operate with a high degree of autonomy and is accountable for key operational and strategic decisions relating to the delivery and performance of the Sector Hub. They are responsible for managing a team of Employer Engagement Officers, setting priorities, directing activity and making decisions to ensure delivery of agreed outcomes across the Local London sub-region. The postholder is accountable for delivery across the Local London sub-region, covering nine boroughs, promoting multiple externally funded programmes and managing relationships with a wide range of senior statutory and non-statutory partners. Overall accountability for the performance and delivery of the Sector Hub, as well as management of the project budget, rests with the postholder.
Key external contacts: <i>Organisations</i>	• GLA Sector Talent Boards and Pan-London Sector Hubs • Employers and sector bodies • Borough employment and skills leads • Further Education /Higher Education/ Adult Education providers and training organisations • Sub-regional and London-wide partners
Key internal contacts: <i>Job titles or groups of staff</i>	• Head of Programmes • Local London Programme and Strategy & Comms teams • Contract management, performance and data teams • Finance, procurement and governance teams
Financial dimensions: <i>Budgetary responsibility & amount.</i> <i>Equipment, cash, property etc. for which employee is responsible.</i>	The postholder holds programme budget responsibility for the Sector Hub and is accountable for managing programme budget, taking decisions on the allocation of resources and spend within agreed frameworks, and ensuring delivery remains within approved budgets. They are responsible for monitoring spend, managing financial risk, and ensuring value for money and compliance with funder requirements. Supports the preparation of financial and performance information for claims and monitoring returns. Responsible for the safe use of IT equipment and systems issued to them and their team. Ensures any programme resources or materials are used appropriately and in line with Council policies. •
Main Responsibilities	Sector Hub Leadership and Delivery: Is accountable for the delivery and performance of the Local London Sector Hub as the sub-regional coordination function, including setting priorities, directing activity and making operational decisions to achieve agreed outputs and outcomes. Sector Manage the day-to-day operation of the Hub, including staff, budget, priorities and delivery plans. Ensure a consistent and coordinated approach to employer engagement in the priority sectors of Creative, Health and Social Care and Construction across Local London, aligned to agreed outputs and outcomes. Strategic System Coordination: Act as the central point for coordinating employer engagement across boroughs, providers and programmes, reducing duplication and improving system

	navigation Work with GLA Sector Talent Boards and Pan-London Sector Hubs to align local delivery with London-wide priorities. Ensure delivery aligns to the Inclusive Talent Strategy, LSIP and wider GLA requirements. The postholder is responsible for determining sub-regional approaches to employer engagement and to resolve delivery issues across boroughs, providers and partners. People management: Has full line management responsibility for Employer Engagement Officers, including setting objectives, managing performance, prioritising workloads, supporting development and addressing capability or conduct issues in line with Council policy. Decision making: Makes independent decisions on priorities, sequencing of activity and deployment of resources to achieve agreed programme outcomes, escalating only where decisions fall outside is responsible for determining. Employer Engagement and Sector Insight: Oversee sector-focused employer engagement activity and ensure strong, credible relationships with employers. Identify workforce demand, skills gaps and recruitment challenges mapping these to give an overview of the offer for the Local London sub-region. Translate employer insight into clear priorities for action across partners. Shaping Provision and Pathways: Work with providers and partners to align provision to employer demand. Support development of sector pathways linking residents to jobs and progression. Embed cross cutting areas of green, digital, AI and inclusive access priorities particularly for underrepresented groups across activity. Partnership and Stakeholder Management: Maintains and leads senior-level relationships across boroughs, providers, employers and GLA partners. Represents Local London with is responsible for determining in regional, pan-London and sector-based forums, including with the GLA, borough leads and senior employers, and is authorised to commit the organisation to agreed approaches within approved frameworks. Resolves complex partnership and delivery issues affecting the sub-region. Performance, Monitoring and Reporting: Is accountable for delivery against agreed KPIs and outcomes, and for identifying, managing and mitigating delivery, financial and reputational risks associated with the Sector Hub, taking corrective action to ensure delivery remains on track. Oversees performance tracking and reporting in line with the GLA framework and ensures accurate, timely and audit-ready information is provided for governance, funder reporting and performance management purposes. Driving Inclusive Outcomes: Ensure activity supports priority groups, including those facing barriers to work or who are underrepresented in the priority sectors. Work with partners to improve access and outcomes for underserved communities.
Other considerations: <i>E.g. working patterns</i>	• The working pattern will nominally be Monday to Friday, 36 hours per week. • The postholder will be expected to travel across Local London boroughs and attend meetings with partners, employers and stakeholders.

	• Some evening or out-of-hours work may be required to support employer engagement and partnership activity. • The role is based at Lynton House, Ilford, with hybrid working in line with Council policy.
Operational Support	• Lead effective day-to-day operation of the Sector Hub, including coordination of activity, meetings and partner engagement across boroughs, providers and employers. • Lead the preparation of reports, updates and papers for governance, boards and GLA, ensuring information is accurate, timely and aligned to requirements. • Ensure delivery activity is organised, documented and aligned to programme plans, timelines and priorities. • Work with partners across Local London on the coordination of stakeholder engagement, events and forums to enable effective system working.
Data management, audit, evaluation and programme closure	• Oversee data collection, recording and reporting across the Sector Hub, ensuring accuracy, consistency and audit-ready records in line with Local London and GLA requirements. • Work with performance and data teams to track outputs, outcomes and progress against KPIs, ensuring timely and accurate reporting to support claims, governance and performance management. • Ensure delivery is compliant with funder requirements, audit processes and information governance standards, maintaining appropriate evidence and documentation. • Provide oversight of evaluation activity, working with commissioned providers and partners to ensure robust and proportionate evaluation is in place. • Ensure evaluation aligns to GLA and Local London requirements and is used to inform continuous improvement, system development and future commissioning decisions.
Communication	• Act as a key point of contact for employers, boroughs, providers and partners in relation to the Sector Hub. • Ensure clear, consistent and timely communication across Local London, GLA and wider stakeholders, aligning messaging to agreed priorities and delivery activity. • Provide clear written and verbal updates on progress, risks and outcomes for governance boards, partners and senior stakeholders. • Translate complex system activity and employer insight into concise, accessible messages for a range of audiences. • Support effective communication between partners to enable coordinated working and reduce duplication across the skills and employment system.
General accountabilities and responsibilities	
Green Statement	This will involve:

	Seeking opportunities for contributing to sustainable development of the borough, in accordance with Redbridge Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018.– treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles and in accordance with Redbridge Council information governance policies, and any programme funder-specific information governance and security requirements. - 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. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory and external funder requirements.
Conduct and Whistle blowing	This will involve: 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 (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: 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.
Equalities	This will involve: Complying with Redbridge 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.
Customer Care	This will involve: Complying with Redbridge corporate customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & 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.

To contribute as an effective and collaborative member of the team	This will involve: • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: • 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.

Person Specification

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Role Title:	Employer Engagement Manager		
Method of candidate assessment: Application Form (A), Interview/ Test (I) Weighting: 3 = most important, 1 = least important		Method	Weight
Minimum education/ educational ability	• Educated to degree level or equivalent experience. • Relevant Qualification in employment, skills, economic development or a related field desirable.	A	3

Minimum experience/ knowledge/ skills:	Essential • Significant experience of working with employers and/or employer engagement at a strategic level. • Strong understanding of the skills, employment and training system, including FE/HE provision and workforce pathways. • Experience of working across or in partnership with multiple organisations (e.g. local authorities, skills and employment providers, public sector partners) and aligning activity to shared priorities. • Experience of leading or coordinating programmes or initiatives across different organisations and geographical boundaries. • Demonstrable ability to translate strategic priorities into delivery and operational activity. • Experience of using data, labour market intelligence or insight to inform decision-making and improve delivery. • Understanding of inclusive growth and barriers to employment for underrepresented groups/ people furthest away from work. • Experience of managing staff, projects or delivery functions. Desirable: • Experience of working within a sub-regional or pan-regional partnership. • Experience of working with or alongside the GLA or similar strategic/ government bodies. • Experience of influencing provision, commissioning or system change.	A A – I A A – I A – I A – I A A A – I I I	3 3 3 3 3 3 3 3 3 3 3 3
Minimum competencies: Strategic thinking and system leadership	• Understands complex multi-partner or multi-agency systems and is able to align activity and/ or strengthen join up around mutual goals across multiple partners. • Translates employer demand into clear priorities and system responses.	A – I A – I	3 3
Communicating and Influencing Others	• Communicates clearly and confidently with a range of stakeholders, including senior partners. • Influences stakeholders and partners at a senior level and builds consensus across organisations.	A – I A – I	3 3
Working together	• Builds and maintains effective relationships across organisations and sectors. • Promotes collaboration and shared ownership of delivery.	A – I A – I	3 3

Driving Improvement	• Drives delivery against agreed outcomes and takes ownership of performance.	A - I	3
	• Identifies risks early and takes appropriate corrective action	A - I	3
Analysis & Judgement	• Makes sound, evidence-based decisions using data, risk indicators and professional assessment.	A - I	3
	• Balances competing priorities and makes sound, timely decisions.	A - I	3
	• Prioritises workload effectively, escalating risk where required.	A - I	3
Information	• Produces clear, concise reports and updates for governance and stakeholders.	A - I	3
	• Maintains high-quality, accurate and audit-ready records.	A - I	3

Special Conditions

Working Pattern and travel	• The postholder will be required to travel regularly across Local London boroughs and attend meetings with partners, employers and stakeholders.	A - I	3
	• The role will involve hybrid working in line with Council policy, with a requirement to attend the office and partner locations as needed.	A - I	3
	• Some evening or out-of-hours work may be required to support employer engagement, events and partnership activity	A - I	3
	• The postholder will be required to work flexibly to meet the needs of the service and programme delivery.	A - I	3
	• The postholder will be required to comply with all relevant Council policies, including data protection and information governance.	A - I	3