



**local
london**

London Borough of

Redbridge



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Job Description

Job Title:	Team Leader – Peer Mentoring Programme
Service Area:	Strategy Directorate
Team:	Local London
Post number:	TBC
Grade:	LBR 13: SCP 38 -41: £52,194 - £55,323
Contract Type/ Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	Fixed term until 31 st March 2027 with a possible extension for a further 2 years. 36 hours
Base location:	Hybrid Role, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
Reports to: <i>Job title</i>	Programme Manager
Responsible for: <i>Job titles of direct reports</i>	6 x Peer Mentors
Role purpose:	This exciting new role will lead and manage the delivery of the DWP funded Peer Mentoring Programme across the Local London sub-region, ensuring high quality, trauma informed support is delivered to residents experiencing drug and/or alcohol dependency. The Team Leader is accountable for the operational performance, quality and outcomes of the programme within their assigned area, ensuring delivery meet programme targets, compliance requirements and strategic objectives. The postholder will provide leadership across a multi-agency system, embedding peer mentoring within local recovery, employment and health services, and driving continuous improvement to maximise participant outcomes. The role will operate as part of a small leadership structure, working alongside another Team Leader to oversee delivery across the sub region and ensure consistency, quality and performance across tri-borough areas.

	Act as the designated safeguarding lead for the programme within the delivery area, ensuring appropriate escalation, coordination with local safeguarding partners, and compliance with statutory requirements.
Key external contacts: <i>Organisations</i>	• Jobcentre Plus (DWP Work Coaches) • Drug and alcohol treatment providers • Local authority services (housing, adult social care, employment brokerage) • Voluntary and Community Sector (VCS) organisations • Health services and Integrated Care partners • Employment and skills providers • Greater London Authority/ DWP
Key internal contacts: <i>Job titles or groups of staff</i>	• Specialist Team Leader • Programme Manager • Integration Officers • Compliance Officers • Finance Officer • Communications Officer • Local London programme teams • Contract Managers • Contract Officer • Data Team
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	• Accountability for ensuring delivery aligns with funding requirements and value for money expectations • Oversight of participant-related costs and resource allocation • Ensure accurate and timely reporting of programme activity and outputs • Lead on financial monitoring and claims processes • Lead on reporting programme financial/ delivery performance
Key areas for decision making:	• Work collaboratively with the second Team Leader to ensure consistent delivery standards, performance and approach across the programme. • Accountability for achievement of programme outputs and participant outcomes within assigned area including recruitment, engagement, job outcomes • Allocation of resources, caseloads and staff workload • Intervention strategies to improve performance and engagement • Lead on safeguarding, escalation and risk management decisions • Implementation of performance improvement and quality assurance actions • Development and management of local partnership and referral activity

	• Lead on internal integration ensuring the programme is fully embedded with Local London programmes, particularly Connect to Work and offer of locally available support.
Other considerations: <i>E.g. working patterns</i>	• Travel across Local London boroughs required • Regular co-location in Jobcentres and partner settings • Flexible working may be required • Role involves managing delivery within a complex, high need cohort • To undertake any duties appropriate to the level of the post
Key accountabilities and result areas:	Key elements:
Operational Support	Leadership & Programme Management • Lead and manage delivery of the Peer Mentoring Programme across allocated boroughs, ensuring alignment with programme objectives and funding requirements • Take full accountability for programme performance, quality and outcomes within area • Translate programme requirements into effective local delivery plans and operational activity • Ensure effective deployment of staff, partnerships and resources to maximise impact • Identify delivery risks and implement mitigating actions to ensure programme success • Contribute to programme mobilisation, development and continuous improvement Provide visible leadership, setting clear expectations and driving a high-performance culture Operational Delivery & Oversight • Oversee day-to-day delivery, ensuring high-quality, consistent peer mentoring support • Line manage Peer Mentors, ensuring effective caseload management and participant engagement • Maintain oversight of all participant journeys, ensuring structured engagement and progression

	• Provide direct support and guidance on complex or high-risk cases • Ensure consistent application of trauma informed and person centred approaches • Source relevant training for peer mentors and participants Performance Management & Quality Assurance • Drive performance against programme targets, outputs and outcomes • Hold Peer Mentors accountable for delivery standards and results • Monitor performance data, identify trends and implement improvement actions • Lead regular case reviews, file audits and quality assurance activity • Work closely with the Compliance Officer to ensure full adherence to audit and MI requirements • Ensure accurate and timely recording of all activity on CRM systems Staff Management, Safeguarding & Practice Leadership • Provide structured supervision, reflective practice and performance management • Source training and support for peer mentors to support in sustaining work • Ensure programme is fully embedded with Connect to Work activity and that support from this programme is accessed for Peer Mentors and participants • Support staff wellbeing and retention, particularly recognising lived experience roles Ensure safeguarding is embedded in all aspects of delivery, acting as escalation point for concerns • Promote high standards of professional practice, boundaries and conduct • Identify training needs and support ongoing staff development Participant Outcomes & Progression • Ensure delivery supports meaningful participant progression toward recovery and employment • Oversee development and implementation of participant action plans • Ensure effective access to treatment, health, housing and employment support • Work with Integration Officers to ensure access to relevant support for residents as well as work opportunities
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	• Monitor engagement and progression to drive improved outcomes across the cohort Partnership Working & System Leadership • Contribute to cross area coordination and alignment, ensuring consistent engagement with partners and referral pathways across the sub-region. • Act as a local lead for the programme, representing Local London in partnership forums • Influence partners to strengthen referral pathways and participant engagement • Work closely with Jobcentre Plus to drive referral volumes and programme visibility Collaborate with Integration Officers to support system integration and coordinated delivery • Contribute to a joined-up, multi agency approach across employment, recovery and health systems
Data management, audit, evaluation and programme closure	• Ensure all programme data, activity and outcomes are accurately recorded and reported • Oversee MI returns, ensuring compliance with funder requirements • Support evaluation, learning and continuous improvement activity • Ensure full compliance with audit, governance and data protection requirements • Ensure CRM is fully up to date and used for reporting and performance management effectively
Communication	• Provide regular performance and delivery updates to the Programme Manager • Communicate expectations clearly to staff and stakeholders • Escalate risks, issues and barriers in a timely manner • Build and maintain effective working relationships across teams and partners
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. Safeguarding: • Maintain professional boundaries at all times • Identify and appropriately escalate safeguarding concerns • Maintain confidentiality in line with GDPR requirements • Deliver support in line with organisational policies and trauma-informed practice
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

Role Title:		Team Leader	
		Method of candidate assessment: Application Form (A), Interview/ Test (I) Weighting: 3 = most important, 1 = least important	
		Method	Weight
Minimum education/ educational ability	• Strong understanding of substance dependency, recovery journeys and barriers to employment (essential)	A - I	3
	• Understanding of trauma-informed, person centred approaches and ability to embed these within a team (essential)	A	3
	• Relevant professional experience in a related field (e.g. employment support, health, substance misuse, or community services) (essential)	A	3
	• Lived experience of recovery (desirable but not essential at this level)		
Minimum experience/ knowledge/ skills:	• Significant experience of managing or supervising staff within a service delivering support to individuals with complex needs (essential)	A	3
	• Experience of delivering or overseeing programmes that support individuals facing multiple disadvantage (e.g. substance misuse, unemployment, health, housing) (essential)	A	3
	• Experience of performance management, including setting targets, monitoring delivery and taking corrective action (essential)	A – I	3
	• Experience of managing caseload-based services and ensuring quality and consistency of delivery (essential)	A – I	3
	• Experience of working within multi-agency partnerships, with the ability to influence stakeholders and improve collaboration (essential)	A	3
	• Ability to lead and support staff delivering frontline interventions, including coaching and reflective practice (essential)	A	3
	• Strong understanding of safeguarding, risk management and maintaining professional boundaries (essential)	A	3
	• Experience of working with data, MI and reporting systems to monitor performance and inform decision making (essential)	A – I	3
	• Ability to identify delivery risks and implement solutions to improve outcomes (essential)	I	3
	• Strong organisational skills, with ability to manage competing priorities and meet deadlines (essential)	A-I	3
	• Good IT skills, including use of CRM systems, databases and reporting tools (essential)	A	3

Minimum competencies: Customer service	- Ability to embed high quality, participant centred service delivery across a team - Strong understanding of customer care principles, particularly when working with vulnerable individuals - Ability to ensure services are inclusive, accessible and responsive to diverse needs	A - I A - I A - I	3 3 3
Communicating and Influencing Others	- Excellent interpersonal and communication skills, with the ability to engage effectively at all levels - Ability to influence and build relationships with key stakeholders, including Jobcentre Plus, treatment providers and partner organisations - Ability to clearly communicate expectations, provide constructive feedback and manage performance - Ability to form and manage effective partnerships	I	3
Working together	- Ability to develop and sustain effective partnerships across a multi-agency environment - Experience of working collaboratively to deliver integrated services and improve outcomes - Demonstrates leadership in promoting a joined up, whole system approach	I I I	3 3 3
Driving Improvement	- Proven ability to drive performance and service improvement within a delivery context - Ability to analyse data and use insight to inform decision making and improve outcomes - Experience of implementing changes to improve service delivery, quality and efficiency - Takes ownership of results and demonstrates accountability for achieving targets - Ability to lead and develop a high performing team	A - I A - I A - I A - I	3 3 3 3
Analysis & Judgement	- Ability to make sound, evidence based decisions in complex situations - Strong problem solving skills, particularly in relation to delivery challenges and participant needs - Ability to assess risk and take appropriate action, including escalation where required – particularly safeguarding	A - I I I	3 3 3
Information	- Ability to produce clear and accurate reports, updates and correspondence - Strong understanding of data management, MI and reporting requirements - Ability to use data to monitor performance, identify trends and support continuous improvement - Ability to write progress reports and complete claims for funders such as DWP - Competent in the use of IT systems, including spreadsheets, databases and reporting tools	A - I A - I A - I	3 3 3
Special Conditions			

Working Pattern and travel	• Willingness to travel across the Local London sub-region and work across multiple sites • Ability to work flexibly, including occasional work outside standard hours to support delivery and partnerships • Commitment to working within a complex, high need service environment	A – I A A - i	3
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