

Job Description – Locality Manager

Job Title: Locality Manager	Location: Kent and East Sussex
Reports to: Regional Manager	Salary: £30,000 to £31,837 per annum
<p>Job Purpose:</p> <p>Locality Managers will work predominantly as careers guidance practitioners and will provide information, advice, guidance, and support on a range of opportunities, including learning and career options enabling the adults they work with to overcome barriers to progression.</p> <p>Locality Managers will have a maximum of 2 days per week to manage a number of careers advisers as required to meet the needs of the team. The priority within this time will be to complete line management supervision and to manage the adviser and team's performance against target. Locality Managers will be expected to attend appropriate meetings, Business Development and coordinate tasks such as diary management.</p> <p>Locality Managers will be expected to actively manage relationships within their locality, ensuring the reputation of the National Careers Service and CXK is maintained to a high standard.</p>	
<p>Locality Manager - main duties and responsibilities:</p> <p>Generic</p> <ul style="list-style-type: none"> • Take an active role in relation to own Personal and Continuous Professional Development including attending regular, line manager reviews, appraisal and planning own training and development needs through the use of the CPD file and process. • Ensure that all policies and procedures that relate to employment and health and safety are read and understood. Policies may be revised for time to time so it is your duty to ensure you regularly review policies and procedures. • Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management • Due to the nature of work undertaken by CXK there is a requirement of all employees to work flexibly across the organisation to support teams and projects as required, including working out of hours and weekends where necessary. <p>Management of team</p> <ul style="list-style-type: none"> • Be responsible for the performance of the careers advisers managed. Working with them to maximise performance against individual targets and quality of delivery • Lead by example through your own delivery, sharing good practice and opportunities for further development of the service • Where required and possible, utilise own delivery caseload time to support team and cover gaps that arise from time to time, always ensuring that cancellations are minimised • Undertake Line Management Supervision (LMS) and appraisals in line with the policy and ensure this is recorded on Cascade • Report on performance of the team to the Regional Manager • Work with Regional Manager to ensure customer pipeline. This will include working with 	

- DWP partners as well as new partner development when needed
- Work with the Regional Manager and JCP's to build, improve and maintain relationships so that CXK can maximise the delivery including 1-1 and group work, reduce FTA's, fill appointment slots and promote Group work sessions for priority clients.
- Work with the compliance team to ensure high quality paperwork which is submitted in a timely fashion. Take remedial action with individual staff when needed
- Work with the Regional Manager to ensure effective diary Management within the locality, ensuring that all staff are appropriately deployed and delivery is maximised.
- Waiting within the locality should be addressed to minimise FTA's and all appointments should be filled and any sickness covered with minimal disruption to the customers
- Through line management and working with the Regional Manager support advisors to ensure that paperwork is submitted to HO at least weekly so that there is an accurate reflection of delivery on the weekly Telekit
- Support all trainee advisors and new recruits in your team with their development including informal observations, quality checking of their CV's and Action plans.
- Ensure all Careers advisors in your team keep up to date with all mandatory training

Careers Adviser element of Role

- Deliver inspirational IAG in both 1:1 and group sessions
- Ensure that delivery to customers is the personalised, impartial, tailored support as recognised in the CXK customer journey
- Be responsible for creating accurate and impartial resources
- Regularly track the progress of individual customers and intervene as required.
- Develop and maintain effective relationships with a caseload of individuals, using a variety of one-to-one approaches and group support as appropriate to achieve targeted outcomes
- Responsible for safeguarding and promoting the welfare of customers
- Achieve both quantitative and qualitative targets where these are set, on a monthly basis
- Engage with individuals to identify barriers to their progression in life in education, training and ultimately employment. This will include the use of appropriate assessments; supporting them to use the digital tools available and enabling them to identify choices and the progression routes available
- Work innovatively with partner agencies to develop an effective, multi-agency approach to meet the needs of individuals. Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers
- Efficient and appropriate management of information ensuring that the requirements of GDPR are met
- Take responsibility for own professional development in addition to opportunities offered by CXK
- Be knowledgeable about the CXK offer and be able to articulate this to customers and partners
- Actively source LMI data that can be disseminated to the team to support progressions for clients
- Provide a monthly client case study evidencing good practice and client progression
- Develop and maintain personal and professional effectiveness by participation in performance review processes/observations and by attending relevant working groups, training and support activities
- Undertake such other operational duties as may be required from time to time as directed by the Regional Manager

The CXK service offer and its co-ordination arrangements will be developing substantially in the

short to medium term. This will require all employees to work flexibly and creatively to contribute to the establishment of the service.

All appointees will be subject to an enhanced DBS Check.

Signed by Employee: _____

Signed by Line Manager: _____

Person Specification: Locality Manager

	Essential	Desirable
Qualifications and Training		
Education to at least A level standard (or equivalent)	X	
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertaken all necessary training for the role	X	
Relevant qualification in Careers Guidance (e.g. LDSS, NVQ Level 4 Advice and Guidance or willingness to work towards a qualification)	X	
Qualified to Level 6 in Careers Guidance		X
Commitment to undertake all necessary training and development for the role	X	
Membership of CDI and registration on the professional register		X
Knowledge and Experience		
Experience of employment scenario in localities	X	
Confidence in speaking with local employers	X	
Experience of cold calling/telesales to generate new business	X	
Experience of working towards targets and KPIs	X	
Proven experience of negotiating/winning/closing new business – both face to face and over the phone	X	
Exceptional sales, marketing and networking skills	X	
Experience of face-to-face work with people in a formal or informal setting. E.g. direct work with young people and adults	X	
Experience of working towards targets and KPIs	X	
A thorough grasp of the issues affecting people particularly the impact of social and economic disadvantage on personal motivation, confidence and progress through education, employment and training		X

Experience of working with people from a diverse range of backgrounds or specialist knowledge of the needs of individuals from particular groups	X	
Experience of managing a caseload of adults/young people to meet targeted outcomes	X	
Up to date knowledge of local opportunities including employment and training to aid progression.		X
Experience of working with young people/adults in one to one and group work situations	X	
Ability to build effective and professional relationships with partner agencies and organisations	X	
Good keyboarding skills and a sound working knowledge of Microsoft Office in particular Word and Outlook	X	
Efficient data inputting skills that show an attention to detail and an understanding of the impact of this work	X	
Personal Skills and Attributes		
High level of organisational skills with good time management	X	
Ability to work constructively as part of a team and independently	X	
Excellent oral and written communication skills	X	
Effectively able to use of IT to include Word, Excel, PowerPoint, Outlook, internet and social networking sites such as Facebook and twitter	X	
Ability to build effective and professional working relationships with young people as clients	X	
Ability to build effective and professional relationships with partner agencies and organisations	X	
Ability to effectively evaluate performance in light of feedback	X	
Trustworthy and honest	X	
Flexible and adaptable		
Ability to work effectively with others in a transparent way, co-operate with colleagues and help the team to achieve its goals	X	
Efficiency in feeding back outcomes to partners for example writing termly reports for schools, job centres, prisons; evaluation of projects	X	

Excellent communication and interpersonal skills	X	
Ability to adopt a flexible approach to the role whilst managing conflicting demands	X	
Experience of ICT to a good level of competence including word processing, e-mail and data management	X	
Good level of oral and written communication and presentational skills	X	
Ability to reflect constructively on past experience as a means of understanding a person's development	X	
Ability to work sensitively and with integrity within a variety of contexts. Be able to adapt ways of working as appropriate	X	
Commitment to working with people in an engaging way	X	
Ability to demonstrate a professional, positive and loyal attitude both within CXK to foster trust, loyalty and commitment from colleagues and with external contacts to maintain the credibility of the CXK service	X	
Ability to work independently and from bases other than the main CXK hubs	X	
Good time management skills	X	
Job Related Skills		
Ability to use a range of approaches to help people, including the assessment framework	X	
Ability to instigate and develop new services, projects and activities proactively	X	
Ability to work as part of a team to develop new approaches to meet the needs of individuals	X	
A firm grasp of Equal Opportunities issues	X	
Organisational skills including managing a caseload, time management, planning and objective setting	X	
Understanding of professional boundaries and appropriate relationships with young people	X	
Car driver with full licence and use of a vehicle for work purposes	X	
Willingness to work across other CXK projects as necessary including weekend/evening and residential activities	X	