

JOB DESCRIPTION

Job title:	Head of Learning, Training and Employment Services
Directorate:	South Region and Criminal Justice
Location:	Tower Hill, London (with frequent travel between services)
Reporting to:	Regional Director
Responsible for:	Employment Support, Vocational Training & Skills and Progression

PURPOSE OF THE JOB

Helping people who have experienced homelessness to gain confidence, develop life and core skills and improve their employability is a fundamental part of our aim to help people rebuild their lives. St Mungo's has an established a wide-ranging programme of learning, training and employment services that support people experiencing homelessness towards these goals and aim to enable people to build sustainable, independent lives away from homelessness.

Our Learning, Training and Employment teams deliver specialist services across multiple locations spanning the entire St Mungo's service footprint (London, Bristol, Reading, Oxford, Brighton, Bournemouth and Leicester). Our work is integrated into St Mungo's homelessness accommodation and support services – where we work closely alongside multidisciplinary teams to achieve the best outcomes for clients.

Current LTE services include:

- Specialist employment support to people with multiple and complex needs, delivering to the Individual Placement and Support model
- Vocational training programmes in Horticulture and Construction
- Skills and Progression activities supporting clients to develop core skills and enhance personal wellbeing to enable a life away from homelessness.

The role will be responsible for Providing strategic and operational oversight to St Mungo's Learning, Training and Employment services – ensuring that the services offered meet client needs and deliver demonstrable impact to support clients to rebuild their lives after homelessness.

In doing this you will:

- Lead the continued development of St Mungo's Learning, Training, Employment services – implementing recommendations from the recent LTE review and ensuring strong alignment with St Mungo's organisational strategy.
- Develop and execute effective plans for service provision across Learning, Training and Employment services ensuring there are clear performance standards, KPIs and outcomes in place.
- Manage, lead, motivate and develop staff working across LTE services
- Work closely with Fundraising Colleagues to secure funding for services and to manage fundraising relationships and report on fundraised projects.

KEY RESPONSIBILITIES

STRATEGIC LEADERSHIP

- Produce Strategy and Delivery Plan for St Mungo's Learning, Training and Services, implementing recommendations from the recent LTE review and ensuring strong alignment with St St Mungo's organisational strategy.
- Develop and execute effective strategies for developing and growing Learning, Training and Employment services, including finding ways to promote and communicate activities to clients.

ACHIEVE BUSINESS EXCELLENCE AND HIGH PERFORMANCE

- Develop and maintain appropriate performance, quality and outcomes measures across Learning, Training and Employment services and monitor performance against them. Ensure that agreed standards are achieved and improved on.
- Produce a comprehensive set of operating policies to ensure consistency across Learning, Training and Employment services and manage staff performance to ensure these are delivered.
- Ensure that managers at all levels across Learning, Training and Employment use their delivery plans and budgets to focus resources on the achievement of key priorities which take account of users and other stakeholders' needs.
- Ensure that managers across Learning, Training and Employment services at all levels review their services regularly and improve them continuously to keep them in line with best practice, the needs of users and partners, and the lessons which have been learnt in doing the work, and that the culture of regular performance monitoring and associated improvement/action planning is firmly embedded.
- In liaison with the HR Directorate, develop and regularly review:
 - Talent management strategy to ensure that all Learning, Training and Employment services are properly resourced to carry out their tasks.
 - Staff development strategy to ensure that all current learning and development needs of managers and staff are identified and provided for.
- Work with the Finance Business Partner to ensure the setting of realistic budgets and forecasts for all aspects of the Learning, Training and Employment operations, to monitor income and expenditure across the department and ensure that Managers are held accountable for managing their budgets in line with financial procedures.
- Actively seek opportunities to participate in external benchmarking opportunities to compare and improve St Mungo's outcomes.
- Promote and support best practice in health and safety.

DEVELOPMENT AND NEW INITIATIVES

- Work with colleagues to identify gaps in provision in services in Learning, Training and Employment services for St Mungo's client group, and set out clear targets for developing new services.
- Develop effective strategies for marketing Learning, Training and Employment services to clients
- Work with the Leadership colleagues to identify opportunities for new initiatives across Housing, Outreach, Mental health, Criminal Justice, Prevention services; act as lead manager in developing such bids where appropriate.
- Work with the Fundraising department to develop plans to support fundraising for Learning, Training and Employment services and associated activity. Ensure the team is provided with clear and timely information to enable fundraising on behalf of Learning, Training and Employment services.
- Develop and maintain an expert knowledge and understanding of statutory, regulatory and good practice requirements in the fields within which the Learning, Training and Employment works, including housing, support provision to multiple client groups and community services, and an understanding of the policy, funding and the contracting environment in which it operates.

EXTERNAL RELATIONS

- Develop and maintain constructive and fruitful relationships with other providers, commissioners and funders within in the Learning, Education, Training and Employment field
- Maintain and build on the local network of high-level face-to-face relationships on which St Mungo's work depends. Represent the organisation professionally and effectively in dealings with its external stakeholders and ensure that it can take advantage of any opportunities which may arise to develop new projects or partnerships.
- Participate in policy and campaigning activities as required. This will include contributing to the development of strategy and campaigns.
- Work with Fundraising and Policy to develop an evidence base that can promote our work and inform future research and policy positions.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Head of Learning, Training and Employment

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Applicants should be able to demonstrate how they meet the experience, skills knowledge, and abilities required for the post in point 1-5 below:

1. Leading a team or teams delivering effective services in the Learning, Education, Training and/or Employment Field, and monitoring the performance of those services.
2. Track record of effective operational leadership and management of staff across dispersed locations, working through a line-management structure.
3. Experience of project and financial planning for service delivery; budgetary responsibility and control.
4. Knowledge of the policy and practice issues which influence the provision of Learning, Education, Training, Employment services to vulnerable people including rough sleepers, people with substance use and mental health problems, young people, ex-offenders.
5. Ability to manage and prioritise work to deadlines and achieve results through others.

Experience, skills knowledge, and abilities below will be tested at different stages of the recruitment process:

- A skilled communicator, able to explain, influence and build support in multiple environments
- Experience of leading teams and services through substantial change.
- Experience of using information systems to support the work of teams and demonstrate performance and value.
- Knowledge of the funding, commissioning and contracting environment within the Learning, Education, Training and Employment sector
- An Assertive, Persistent, Flexible, solution focused and a resourceful approach
- Ability to translate strategy into clear, actionable plans that facilitate delivery

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.