

<b>Job Title:</b>	South and East Change Coach Manager
<b>Location:</b>	Head Office Base in Truro, working across the South and East area of Cornwall
<b>Salary banding:</b>	£24,000 - £26,000
<b>Contract type:</b>	Full time 37.5 hours per week, Monday-Friday Fixed term contract until December 2019
<b>Responsible to:</b>	Positive People Project Manager

**Main Purpose of Job:**

Positive People is part of the national Building Better Opportunities programme which is funded by the National Lottery Community Fund and European Social Fund and aims to help people who are unemployed and economically inactive to overcome their barriers to participation in work, training and education. Pluss are the Lead Partner

Working to a Project Manager, you will be responsible for the quality, accuracy and relevance of the participant-facing delivery of the Positive People project. You will line manage a team of Change Coaches and a Change Coach Assistant. You will have access to additional support from a specialist support team of wounded, injured and sick military veterans who deliver courses and activities to support participant engagement, recruitment, motivation, confidence and employability.

You will play a key role in the achievement of the project ethos, its outputs, targets and results, focussing on ensuring that the participant journey is positive and timely.

**Key relationships:**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Positive People Project Manager</li> <li>• South and East delivery team</li> <li>• Active Plus Office Manager</li> <li>• Active Plus Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>• Project participants</li> <li>• Pluss and other Positive People delivery partners</li> <li>• Referral organisations e.g. Jobcentres, NHS, Housing Associations, Voluntary and Community sector organisations</li> <li>• Local employers</li> </ul>

**Main Duties and Responsibilities:**

- Manage Change Coaches and other delivery team members to deliver the project ethos, targets and outcomes in a way that is compliant with the requirements of the Big Lottery and European Social Fund
- Ensure the effective management of Change Coach Caseloads, including the timely and accurate use of the Pluss CMS system

- Undertake regular people-performance reviews with team members, monitoring the quality, relevance and accuracy of their work
- Support the recruitment and engagement of participants onto the project, ensuring that eligibility criteria are met
- Understand and utilise the full resources available within the Project
- Positively promote the Project and its funders at all times, building constructive relationships with local partners and organisations
- Ensure that internal and external processes are adhered to at all times
- Where required, work directly with project participants in both group and 1-2-1 settings, supporting their journey through the project
- Keep up to date with all project training, guidance and support tools, ensuring that the delivery team are also fully aware of their responsibilities
- Work to the standards and procedures set out within the Quality Manual ensuring compliance at all times, including deadlines for when programme evidence needs to be presented to the central administration team
- Support the Project Manager with content for completion of project performance narratives and claims
- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from the Project Manager as appropriate
- Ensure that data protection guidelines are followed at all times

## Person specification

<b>Skills, knowledge and experience</b>		
<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
Experience of caseload management and case-conferencing	Experience of working in a service or project involving key-workers or advisers	CV Personal statement Interview
Extensive line management experience	Experience of managing the performance of individuals	CV Personal statement Interview
Experience of working to set targets, quality standards and procedures	Knowledge of continuous improvement cycle	CV Personal statement Interview
Experience of working to strict deadlines whilst ensuring that all work is effective and compliant.	Experience of European Social Fund or grant funded delivery	CV Personal statement
Experience of effective working with partner agencies.	Knowledge of the local labour market and current opportunities available for employment and training.	CV Personal statement Interview
Ability to communicate with a wide range of audiences.		Personal statement Interview

Experience of working within the community and supporting participants to achieve their goals.	IAG or coaching qualification.	CV Personal statement Interview
A knowledge and understanding of the challenges faced by wounded, injured or sick military veterans.	Experience of the armed forces or of working with organisations who support the armed forces.	CV Personal statement Interview
Sound knowledge of the Microsoft Office suite.	ECDL qualification or similar. Use of bespoke data-bases/CMS	CV
Current clean driving licence and access to a vehicle for business use		

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).

## Application Process

Please send:

1. CV of no more than 2 sides of A4 demonstrating fit against roles and responsibilities of the post
2. A personal statement of no more than 2 sides of A4 outlining your suitability against each of the essential criteria in the person specification

to: [laura@activeplus.org.uk](mailto:laura@activeplus.org.uk)

by: Midday on Friday 24<sup>th</sup> May 2019