****

**JOB TITLE: Employment Support Delivery Manager**

**REPORTING TO: Chief Executive**

**HOURS: 38 Hours a week**

**LOCATION: Office based (Holyhead, Amlwch and Llangefni)**

**SALARY: £43,343 - £48,389**

**MON CF MISSION STATEMENT AND VISION**

Our values, perspectives, and the needs of our customers are reflected in our priorities.​​​​​​​

* To become the go-to organisation supporting the people of Anglesey to reach their full economic potential.
* To be the first port of call for businesses (new or existing) looking for help.
* To provide high-quality training which contributes to meeting local skills needs.
* To prepare young people for their future in the world of work.
* To create sustainable, vibrant, and viable places by bringing properties into local community use and ownership.

**PURPOSE OF THE ROLE**

To lead, manage, and deliver Employment Support projects in alignment with the organisation's strategic objectives. This includes overseeing project teams, ensuring effective stakeholder engagement, driving innovation, and delivering high-impact outcomes that improve employment opportunities and support sustainable workforce development.

**KEY RESPONSIBILITIES**

**Leadership and Team Management**

* Provide leadership and direction to Employment Support teams, fostering a culture of motivation, collaboration, and high performance.
* Set clear objectives for team members, monitor performance, and provide regular feedback and development opportunities.
* Act as a senior representative for Employment Support projects within the organisation and to external stakeholders, including government bodies, businesses, and community organisations and funding bodies.

**Strategic Project Management**

* Define, scope, and lead Employment Support projects, ensuring alignment with organisational goals and the needs of service users.
* Develop comprehensive project plans, set milestones, and manage resources to deliver on time and within budget.
* Proactively identify risks, issues, and interdependencies across projects, implementing mitigations and contingency plans as required.
* Track and report project progress, using data to inform decisions and demonstrate impact.

**Stakeholder Engagement**

* Build and maintain strong relationships with internal and external stakeholders to ensure the effective delivery of Employment Support services.
* Work with businesses, community organisations, and employment agencies to develop opportunities for participants, including training, mentorship, and job placements.
* Represent the organisation at external events, forums, and working groups related to Employment Support and workforce development.

**Continuous Improvement**

* Use recognised continuous improvement tools and methodologies to analyse project outcomes and identify areas for enhancement.
* Develop and implement processes to capture and apply lessons learned and best practices.
* Innovate and adapt Employment Support services to meet evolving user needs and industry trends.

**Documentation and Reporting**

* Produce and maintain key project documentation, including plans, risk assessments, financial records, and progress reports.
* Ensure reporting meets regulatory, funding, and organisational requirements, providing clear insights to senior leadership and stakeholders.

**Equality, Diversity, and Inclusion**

* Embed principles of equality, diversity, and inclusion within Employment Support projects and organisational culture.
* Ensure services are accessible, inclusive, and tailored to meet the needs of diverse participants.

**Health and Safety**

* Conduct comprehensive risk assessments and ensure all health and safety protocols are adhered to in project delivery.
* Monitor and address health and safety considerations for participants, mentors, and staff involved in Employment Support activities.

**Person Specification**

**Experience:**

* Proven experience in managing large-scale projects.
* Strong leadership and extensive relevant experience of people management, with the ability to inspire and engage diverse teams with positive outcomes.
* Demonstrable experience in stakeholder engagement and partnership working at all levels.
* Working to set targets and identifying Key Performance Indicators to success.
* Managing budgets and financial reporting for complex projects.
* Development, negotiation and agreement of complex contractual agreements and arrangements with stakeholders and partners.

**Knowledge and Understanding:**

* Knowledge of employment support services, workforce trends, and government policies impacting employment programs.
* Understanding of equality, diversity, and inclusion principles and their application in workforce development.
* Understanding of performance management and monitoring processes.
* Knowledge of confidentiality and data protection issues.
* Familiarity with continuous improvement methodologies and tools.
* Proven experience preferably within Employment Support, workforce development, or related sectors.

**Skills:**

* Expertise in project management, including risk management, resource planning, and performance tracking.
* Excellent IT Skills – Fully IT literate in using arrange of Microsoft Office programmes and modern digital technologies, with the ability to produce and develop high-level monitoring and reporting documentation.
* Highly developed communication skills with the proven ability to strongly lead, influence and challenge.
* Ability to communicate effectively with customers, staff and stakeholders in English and/or Welsh, both in writing and verbally.
* Excellent analytical skills, with the ability to use data and risk evaluation in decision making.
* Excellent presentational (written and verbal) skills, with the ability to present complex issues with clarity and provide appropriate solutions to issues.
* Ability to work on own initiative, identifying priorities and setting own targets where necessary.

**Full Valid Driving Licence and access to own vehicle is essential for this post.**

**An enhanced DBS check will be carried out for this role.**

**MÔN COMMUNITIES FORWARD – CORE VALUES**

1. **Collaboration and Partnership**

Building strong partnerships with local stakeholders, organisations, government agencies and businesses to leverage resources, expertise and networks for the collective benefit of the community.

1. **Accountability and transparency**

Upholding high standards of accountability and transparency in all organisational activities, including financial management, decision making processes and reporting mechanisms.

1. **Community Empowerment**

Prioritising the needs and aspirations of the community, ensuring their active participation in decision making processes and empowering them to shape their own future.

1. **Inclusivity & Diversity**

Embracing diversity in all its forms and ensuring inclusivity by creating opportunities for all individuals regardless of their background, to participate and benefit from the organisation’s initiatives.

1. **Social Justice**

Advocating for fairness, equality, and social justice, and working to reduce disparities and inequalities within the community, particularly in terms of access to employment, resources, and opportunities.

1. **Resilience and & Adaptability**

Building resilience within the community and organisation itself, adapting to challenges, setbacks, and changing circumstances while remaining steadfast in the pursuit of its mission and goals.

**Flexibility**

*Your attention is drawn to the fact that some duties and responsibilities are difficult to define and may vary from time to time without altering the general character of the duties and levels of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation to meet the changing needs and demand of the service. Such a requirement will allow the particular expertise of the post holder to be developed and maximised to the mutual benefit of the employer and employee.*