



Job Description

Job Title:	Employment Link Officer (Customer Manager)	Job Number:	
Service:	Employment & Skills Service	Grade:	6
Location:	One Friargate / Job Shop / City Wide		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

1. To develop and maintain project management processes for the Employment and Wellbeing Service.
2. To oversee and develop project management processes that enable the costs, outcomes and outputs of programmes to be effectively managed minimising the council's risk.
3. To develop robust internal audit procedure to ensure that all contractual obligations are met and income generation is maximised.
4. To the management in designing initiatives, evaluating delivery and securing additional funding to ensure the sustainability of priority Jobs Strategy services.

Main Duties and Responsibilities:

Project Management

1. Responsible for day to day management of lone working processes and procedures. Supporting Managers and Principal Employment Officers and ensuring that all Health and Safety procedures are adhered to.
2. Develop project management processes that enable the costs and outputs of programmes to be regularly reported to the city council and external funding agencies.
3. Monitor and evaluate the performance of the main activities of the team by developing and embedding audit compliance framework.
4. Monitor Project budgetary control systems.

5. Negotiate with clients, partners, suppliers and external funding agencies to achieve contract requirements and the affective use of resources.
6. Act as the Project Officer for specific externally funded projects within the employment team, (Government and European Structural Funds) and ensuring compliance with the terms and conditions of the funding provider.
7. Responsible for checking all project paper work. Ensuring all paperwork is audit compliant and meets the guidance outlined by the funding provider.

Networking and Representing

1. Represent the Team at events and exhibitions and at management meetings for partnership projects.
2. Establish a wide range of local and regional contacts for evaluation, dissemination and programme development purposes.

Marketing Services

1. Ensure good news stories are identified and developed for promotional purposes.
2. Create case studies, preparing press and promotional material and organising team activity in relation to exhibitions and events.
3. Ensure that funding agency promotional requirements are met.

Information Technology

1. Manage the client database, ensuring the integrity of client data and using information technology to pursue the key duties of the post.
2. Work with external agencies to ensure integrity of data and compliance with data protection.

Quality System

1. Manage the quality and evaluation procedures within the project and work with the team member's to develop methods for continuous improvement.

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Employment Project Manager

Date Reviewed:

Updated: June 2022

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Good knowledge of Government and European funding regimes.
	<ul style="list-style-type: none"> • Knowledge of the key agencies within the welfare to work arena, such as government key prime delivery organisation, Skills Funding agency and Department of Work and Pensions.
	<ul style="list-style-type: none"> • Knowledge of these partners' contributions to economic development strategies, programmes and funding opportunities
	<ul style="list-style-type: none"> • Knowledge of best practice in project management, principally in relation to monitoring, evaluation and financial management.
	<ul style="list-style-type: none"> • Knowledge of Client Tracking Systems, must be able to manage information and collate data for performance review purposes.

Skills and Abilities:	<ul style="list-style-type: none"> • Excellent verbal, presentational and written communication skills for making presentations and preparing a wide range of written material.
	<ul style="list-style-type: none"> • Good negotiating and influencing skills for working with Team members and Funding Provider
	<ul style="list-style-type: none"> • Excellent information technology skills to record, analyse and present information, and prepare written material.
	<ul style="list-style-type: none"> • Able to think systematically and develop processes to record, analyse and present complex financial and other information.
	<ul style="list-style-type: none"> • Able to prepare financial forecasts and maintain a budgetary control system using spreadsheets.
	<ul style="list-style-type: none"> • Able to evaluate programmes against performance criteria and make recommendations for future action.
	<ul style="list-style-type: none"> • Must have a good understanding of audit compliance procedures. Be able to develop and monitor process to ensure that all contractual obligations are met and funding streams are secure.
	<ul style="list-style-type: none"> • Able to manage personal time, set priorities and achieve goals and targets.
	<ul style="list-style-type: none"> • Able to work flexibly in a team structure and undertake occasional early morning or evening work in connection with exhibitions and meetings.

Skills and Abilities (Continued)	<ul style="list-style-type: none"> • Able to demonstrate a commitment to implement equality, Diversity and Inclusion opportunities.
	<ul style="list-style-type: none"> • Able to work with all service users in line with the City Council's Equality, Diversity and Inclusion Policy.
Experience:	<ul style="list-style-type: none"> • Experience of managing complex projects that require the regular monitoring and reporting of financial and output information.
	<ul style="list-style-type: none"> • Experience of working with partner organisations to achieve common goals.
Educational:	<ul style="list-style-type: none"> • Demonstration of competence in budget management, report writing and research analysis. The level of competence through an appropriate professional qualification or relevant work experience. The latter would need to be sufficient to counterbalance the lack of the required educational attainment
Special Requirements:	<ul style="list-style-type: none"> • Ability to travel around for attendance at meetings within Coventry and at regional locations.

Date Reviewed:

Updated: June 2022