

Job Title Provider Management Officer Grade 9

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The purpose of the Skills & Employability department is to improve people's lives through learning and training, leading to employment and/or increased personal fulfilment, and to support the growth of Staffordshire's economy and society;

- Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire's 16+ residents, by enabling provider partnerships and through direct delivery.
- Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
- Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
- Working with providers and partners to ensure that Staffordshire's social, employment and economic demands are met.

About the Role

The role is to manage commissioned skills & employability provision to ensure high-quality, cost-effective delivery that meets learners' needs and is compliant with external funding programme guidance and regulations.

Reporting Relationships

Responsible to: Skills Strategy Programme Manager

Responsible for: no direct reports

Key Accountabilities:

1. Contribute towards the day-to-day management of programme delivery and Providers by implementing a robust contract management approach that delivers impartial scrutiny and control of commissioned delivery of skills and employability programmes.
2. Negotiate with commissioned Providers to ensure that the funding and resources allocated are deployed appropriately and effectively to deliver programmes and outcomes that meet programme and County Council priorities and provide good value for money.
3. Maintain an on-going risk-based contract management dialogue and relationship with an allocated portfolio of providers/provision that supports, shapes and influences the programmes and provision outcomes delivered.

4. Support the Skills Strategy Programme Manager through the preparation and maintenance of the necessary documentation to develop and implement streamlined and efficient policies and procedures to manage commissioned provision to ensure high-quality, cost-effective delivery that meets learners' needs and is compliant with regulations.
5. Manage a flexible portfolio of accounts as part of the provider management team on either a thematic or geographic basis as required, that meets the needs of priority groups, communities, or individual learners.
6. Undertake on-site visits or other appropriate monitoring and intervention activity to ensure robust contract management and control of sub-contracted provision.
7. Support the Skills Strategy Programme Manager through the provision of information in the identification, assessment, and management of risk within the service and contribute through the development of relevant strategies to the performance improvement objectives and strategies, by working closely with other officers in the service.
8. Support the maintenance of records and management information for the purposes of inspection and management reporting, and to extract key messages and intelligence to inform service development and responsiveness to meeting the needs of learners and communities.
9. Promote and support partnership working and collaboration through appropriate networks both locally and wider, to contribute to improved service delivery.
10. Provide Provide performance management, analytical and audit support through the design and delivery of relevant processes, and capacity for the management and monitoring of programmes.
11. Provide performance management, analytical and audit support and capacity for the management and monitoring of programmes.
12. Support market development and the responsiveness and diversity of the provider base by engaging with a wide range of providers including the voluntary and community sector; including promotion and communication activity.

13. Allocate and oversee the work of Programme Support Officers, providing mentorship and aiding their development to delivery an efficient service.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

80062045/G09/CAS

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership HND or equivalent experience	A
	Knowledge and Experience - Significant experience of managing skills & employability provision and programmes. - Experience in the development and implementation of policies and procedures for effective service delivery of skills & employability programmes adhering to programme and funding guidance and regulations. - Experience of managing contracts using a risk-based approach to assurance, accountability, improvement and intervention. - Experience of working with leaders and managers in a range of settings (schools, colleges, voluntary and community organisations, independent training providers). - Knowledge of commissioning processes and principles to underpin service design and delivery and to assure high quality outcomes.	A/I A/I A/I A/I
	Skills - ICT and analytical skills. - Effective written and oral communication skills	A A/I

	• Effective inter-personal skills to negotiate effectively and influence and effect change. • Organisation & Time Management skills • Ability to work independently, systematically and efficiently, under pressure and as part of a team.	A/I
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*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300