

## ROLE PROFILE

<b>Job family</b>	<b>Organisational Support</b>	<b>Role profile number</b>	<b>OS10-0925</b>	<b>Grade J</b>
-------------------	-------------------------------	----------------------------	------------------	----------------

**Job purpose:** Provide technical, complex support/advice and enable development of a range of service specific initiatives (projects/workstreams/service improvements/service review etc) and to enable the successful delivery of improved services

Grade J posts are higher in 'Contacts & Relationships' with the requirement to resolve complex and contentious situations with a variety of stakeholders, and often conflicting priorities compared with grade I posts. These posts are also higher in 'Knowledge & Skills' as they require a relevant degree / professional qualification, but postholders may not have the practical experience of applying the skills obtained through study.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related systems.
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Good negotiation skills showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Research and analysis of information to highlight and prioritise issues for further investigation, recommending solutions. Work on own initiative to manage own activities and contribute to longer term activities / plans. Research and resolve problems, provide advice and guidance on processes and procedures. Participate in the research and development of systems, policies, procedures and / or standards within specialist area. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.

	<p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Highlight and escalate issues and potential risks, provide advice and make recommendations based on specialist knowledge of specific area.</p> <p>To identify and develop key service communications including responsibility for maintaining service information tools ensuring information is accurate and updated.</p> <p>Devise, create, maintain and manipulate data management systems.</p> <p>Analyse standard data and provide reports to customers, team members and managers with recommendations which provide appropriate solutions.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Employment and Skills Officer	
<b>Role profile family:</b>	Organisational Support	
<b>Role profile number and grade:</b>	OS10-0925	Grade J
<b>Number of posts:</b>	2	
<b>Service/Team:</b>	Employment and Skills	
<b>Reports to:</b>	Employment and Skills Manager	

### Job Family overview

#### Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

### Service / function Context

The Employment and Skills service aims to grow the skills of our local workforce, nurturing the opportunities available to them which will support our economy to thrive. Our teams support citizens from 15 years old plus to engage in education, employment or training through a breadth of programmes, support and activities.

The Employment and skills service is responsible for the following teams:

- Building Bridges
- Family and Community Learning
- Careers Hub
- Post 16 participation in employment, education or training

- Stakeholder engagement and partnership working
- Supporting social mobility

The service is key to ensuring co-ordination of activity aimed at driving/accelerating economic growth and supporting people to benefit from the opportunities of economic growth as well as increasing social inclusion and reducing disadvantage. It also facilitates linkages between the SWLEP's Strategic Economic Plan and European Structural Investment Funds Strategy with the priorities in the Council's Business Plan and the wider inclusion agenda to ensure opportunities are maximised.

The service sits within the Education and Skills directorate whose vision is **"I want the skills and confidence to give everything a go, so I can enjoy life and be the best I can be"**

## Job Purpose

To lead a range of projects on behalf of the Employment and Skills team with the broad objective of developing a diverse, highly skilled and competitive workforce that meets the needs of employers both now and in the future. The role will involve juggling a portfolio of projects and being able to understand and comfortably work with the breadth of the employment and skills agenda.

This is a partnership role which requires the post holder to work collaboratively across boundaries at the council and with key partners in order to deliver on this wide-ranging agenda.

Specific duties and responsibilities include but are not limited to:

- Undertake research and identify best practice and case studies nationally and regionally to bring forward projects and initiatives.
- Engage businesses, schools and training providers groups on good practice in employment and skills, to develop appropriate initiatives and manage projects with partners.
- Facilitate cooperation between projects and initiatives currently operating within Wiltshire through active engagement with a wide range of internal and external stakeholders (e.g. Department of Work and Pensions, Family and Children's service, Public health).
- Make periodic reports to the Children's Select Committee, Education, Employment and Skills Group, Skills and Talent Board (SAP) of the Local Enterprise Partnership and other high-level boards and partnerships as required.
- Develop content for social media and the relevant section of the council's website and the Work Wiltshire websites to ensure statutory responsibilities around EET and apprenticeships are met.
- Represent the Council at meetings on employment and skills issues with partners, contractors, other organisations and members of the public
- Deliver duties as required on behalf of the Careers Hub (ECs only)
- Respond to queries from Members, Officers, outside organisations and the public
- Attend employment and skills team meetings and take forward any actions as required
- Provide advice, guidance and support to the team and allocate work as required to junior colleagues.

- Provide accurate data and research to support bid writing for various funding streams, ensuring effective contribution to well-presented bids which secure resources for key Skills & Employment objectives contributing to the Strategy.
- Contribute to relevant local authority policies linked to skills and employment, adhering to current legislation and requirements. Undertake effective consultation with parents, stakeholders and learners to ensure all views are considered within the current policy.
- Support the commissioning of employment and skills projects including the collation of evidence of need, procurement, and contracting and performance management.
- Develop and maintain expertise in and understanding of the national and legislative requirements for Skills and Employment including the Local Authority Statutory Responsibility relating to Apprenticeships, Raising the Participation Age and commissioning of Post 16 Provision.
- Flexibility to undertake reasonable tasks within the scope of the job role across other areas of Education & Skills as required.
- Carry out internal and external quality assurance activities and ensure feedback on provision is sought to support continuous improvement for the service
- Deputise for the Employment and Skills Managers and Head of Service as required

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- Degree level education in a relevant discipline or equivalent experience
- Evidence of continuing professional development
- Proven experience (3 years +) of working within education, economic development or employment and skills
- Experience of contributing and leading multi-disciplinary project teams
- Ability to organise and prioritise work to meet deadlines and deliver agreed outcomes
- High level of understanding of national and local strategies and policy relating to Education, Skills and Employment
- High level communication & presentation skills and able to communicate with people at all levels
- Strong analytical skills to interpret data and capacity to communicate detailed evidence using data and cost analysis
- IT literate
- Ability to update websites and produce reports
- Partnership working

- Negotiation and influencing skills
- Political sensitivity
- Pro active
- Solution focused
- Team player
- Ability to work on own initiative and unsupervised

## Desirable

- Project management qualification
- Experience of developing funding bids

## Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

N/A

## Supporting information

Driving classification	
<b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>



