

Job Title	Careers Hub Lead - Operations
Team	Growth, Business, Skills
Reporting To	Tina Slater, Head of Employment and Careers, Education, Skills and Employability
Contract Type	Fixed term until August 2024 (we would also be keen to consider secondment opportunities)

About your role

This post holder will be the Careers Hub Lead – operations for the South Yorkshire Careers Hub which is based in the South Yorkshire Mayoral Combined Authority (SYMCA). The postholder will lead, manage, and develop a team of Enterprise Co-ordinators (ECs) and volunteers that work across 111 schools / colleges in South Yorkshire to provide high quality careers and enterprise education that aligns with SYMCA’s economic and skills priorities. This is a critically important role for South Yorkshire and the post holder will make a significant difference to young people, schools and employers through improved career outcomes and successful transitions into work.

Why is your role important or how does it add value?

- By providing visible leadership to the South Yorkshire Careers Hub making sure that it remains high performing and continues to develop, providing a strong link between education and business.
- By ensuring the South Yorkshire Careers Hub service delivery is consistently of a high quality, aligns to the Gatsby Benchmarks and achieves the outcomes set out within the Careers Hub Strategic Plan.
- Contributing to the delivery of the ambitions set out within the SYMCA’s Strategic Economic Plan.
- Working closely with the Careers Hub Lead - Strategic and cross sector stakeholders within the careers space to drive collaboration and improve outcomes for young people, schools, and employers.

What are the tasks or work areas you are responsible for?

- Lead, manage and develop a high performing team of 8 Enterprise Coordinators and project support officer to deliver the outcomes in the Careers Hub Strategic Plan and individual Grant Funding Agreements with local authorities where ECs are based.
- Give clear direction and provide effective people and performance management to Enterprise Coordinators by setting objectives, agreeing outcomes, monitoring, and measuring outputs and holding individuals and team(s) to account.
- Monitor team performance and oversee the delivery of services in line with the Careers and Enterprise Company’s priorities.
- Support the team of Enterprise Coordinators to develop their ability, identifying gaps and ensuring that relevant support and learning are actioned to address these.

<ul style="list-style-type: none"> • Direct and manage the recruitment, development, and retention of Enterprise Advisers to support the delivery of the Careers Hub Strategic Plan and Grant Funding Agreement.
<ul style="list-style-type: none"> • Undertake monitoring of individual school and college action plans, to ensure that they are aligned with the Careers Hub Strategic Plan and contribute to the SYMCA Strategic Economic Plan, as well as aligning with local economic and skills priorities.
<ul style="list-style-type: none"> • Analyse and review performance of all schools and colleges within the Hub to identify barriers and gaps in performance. Work closely with the Strategic Lead for the Hub to develop and provide targeted support to address gaps and remove barriers to service delivery and improve careers provision for all young people.
<ul style="list-style-type: none"> • Work closely with the Strategic Lead to embed robust systems and processes for contract management, financial and risk management and tracking and reporting on key deliverables to ensure the Hub budget and Grant Funding Agreement reporting requirements are achieved.
<ul style="list-style-type: none"> • Establish a collective network of Careers Leaders in each Careers Hub school and college, building an effective community of practice with foundations in collaboration and professional development to build capacity in the provision of careers guidance.
<ul style="list-style-type: none"> • Supervise and develop the work carried out by Enterprise Advisers (business volunteers) and those engaged on a contracted basis.
<ul style="list-style-type: none"> • Work closely with the Strategic Lead for the Hub to foster and embed a process of continuous improvement and quality assurance with all stakeholders and establish the careers hub as a beacon of best practice.
<ul style="list-style-type: none"> • Support the Strategic Careers Hub Lead in driving forward the transformational change agenda for careers education in all schools and colleges.
<ul style="list-style-type: none"> • Build and promote a vibrant and diverse 'community of practice' to facilitate peer to peer learning, collaboration, and the scaling of what works to enhance the impact of the Careers Hub, to schools and colleges directly involved in the Hub and across a wider national community of practice.
<ul style="list-style-type: none"> • Coordinate and work closely with careers providers and grant recipients to ensure that delivery is targeted to support those schools and colleges that are most in need of support and will have the most impact for young people.
<ul style="list-style-type: none"> • Build and maintain relationships and collaborate with careers providers such as National Apprenticeship Service, National Careers Service, Job Centre Plus and other local partners to align national and local provision to enhance careers outcomes for young people.
<ul style="list-style-type: none"> • Establish an effective working partnership with the Careers and Enterprise Company, including the regional lead to enhance impact and remove barriers to system change.
<ul style="list-style-type: none"> • Ensure that processes are in place and managed to support research and evaluation projects that evidence the impact of the Career Hub

About You

What kind of **behaviours** are important?

Ambition	Respectfully critical of the team in terms of underperformance, challenges the behaviour of others if needed
	Visibly demonstrates a can-do approach to their role, challenges they face and changes - upbeat and optimistic
Innovative	Demonstrates good judgement, capable of making decisions with limited information quickly to ensure initiatives are implemented

	Ensures initiatives are clearly aligned to organisational goals and objectives prior to implementation
Integrity	Consistently applies a high level of attention to detail, even when faced with time pressures
	Able to successfully manage multiple project streams simultaneously
Collaborative	Openly expresses differences of opinions with colleagues and team members in a professional, respectful manner
	Has the self-confidence to admit mistakes or errors when debating and working with others
Flexible	Engages with and consults with the team when appropriate with regard to the need for change and implementing new ideas
	Respectfully critical of the team in terms of underperformance, challenges the behaviour of others if needed
Impact	Visibly demonstrates a can-do approach to their role, challenges they face and changes - upbeat and optimistic
	Demonstrates good judgement, capable of making decisions with limited information quickly to ensue initiatives are implemented

What or wider knowledge do you need?		
Qualified to degree level or equivalent in a relevant subject.	A/I	D
Knowledge and understanding of local skills and economic priorities and the issues facing young people in accessing employment.	A/I	E
Strong understanding of strategic priorities for the LEP, regeneration plans, recovery plans and sector deals local labour markets demographics.	A/I	D
An excellent understanding of: <ul style="list-style-type: none"> The post-16 careers landscape including, the National Apprenticeship Service, Uni-Connect, National Careers Service and T Levels and; The wider economic, political, and social drivers of business.	A/I	E
An in-depth working knowledge of the Gatsby Benchmarks for Good Careers Guidance.	A/I	E

What previous experience is needed?		
Significant experience of delivering programmes or projects with multiple stakeholders on time and to budget.	A/I	E
Experience of performance management, objective setting, aligned to organisation goals and proactively addressing under performance and coaching for improvement.	A/I	E
Significant experience of engaging and building relationships with stakeholders from education, the careers sector and business and influencing them to support a common goal.	A/I	E
Experience of proactively addressing problems and working collaboratively to develop effective solutions and achieve results.	A/I	E
Significant experience of contract management and grant funding, and the fiscal and risk management associated with these.	A/I	E
Analyse progress data, identify trends and patterns, and share this intelligence across SYMCA governance structures.	A/I	E

Experience of developing cost plans for the use of programme spend i.e., Central Hub and Sustainability Fund whilst maintaining accurate records.	A/I	E
Experience of working with and managing volunteers.	A/I	D
Experience of managing people and performance to achieve ambitious targets, including settings objectives aligned with organisational goals, identifying under performance, and proactively addressing this.	A/I	E
Experience of effectively designing, developing, and implementing processes and systems, including managing quality assurance and the standardisation of operating procedures and practices.	A/I	E
Experience of working with schools and college leaders and identifying the constraints and barriers to service delivery in schools.	A/I	E

What skills should you have?		
Excellent interpersonal and communication skills including the ability to: <ul style="list-style-type: none"> Motivate and influence others to achieve common targets/goals. Engage stakeholders and drive collaboration. Coach and develop others. Set clear objectives, build accountability, and inspire and lead a team to achieve results.	I	E
Strong programme management skills, well versed in producing performance reports targeted to a range of audiences and formats.	A/I	E
Highly organised, able to work under pressure, and prioritise own tasks and the tasks of others to meet, targets, timescales, and deadlines.	A/I	E
Excellent problem-solving skills and able to demonstrate creativity and innovation when dealing with issues.	I	E
Strong analytical skills applied to carrying out research, developing evidence-based strategies, policies and procedures and reporting skills to inform key and senior decision making.	I	E
Ability and skilled in defining a clear scope of work for external providers, commissioning work and managing numerous commissions in tandem.	I	E
Self-motivated, willing to learn, resilient and able to adapt to changes and setbacks in the work environment.	I	E
Excellent and well-developed management skills, to include an ability to think creatively and implement solution and outcome focussed problem solving with an ability to initiate and manage change through influence and collaboration	I	E

This role is funded by the Careers & Enterprise Company. Although we cannot guarantee funding post August 2024, based on previous arrangements, we anticipate that funding will be confirmed for the role for a further year.