

Job Profile

Job Title:	Havering Works Team Leader
Directorate	Starting Well
Service/Section:	Education Provision, Inclusion & Skills
Post Number(s)	N/A
Job Evaluation Number	4103
Grade:	G7
DBS required	Yes - basic
Date last revised	29/7/2025
Reports to	Senior Team Leader

Reporting staff:

Havering Works Employment Specialist (formerly Havering Works Case Adviser) x4
Employer Engagement Officer

Purpose of Role

To provide and deliver a comprehensive in-house employment and skills brokerage service on behalf of the Council and the business community by supervising specialist staff to deliver grant funded projects to the standards set out by the relevant Funding Bodies and as dictated by the programme of work, supporting Senior Leaders in the delivery of key externally set outputs to both enhance the life chances of residents and support the generation of grant-based income.

To line manage Specialist Employment Advisers, providing support to residents and employers/businesses, setting and reviewing objectives, identifying training needs and providing support as required.

Duties and Responsibilities

- To line manage staff to deliver on the Connect to Work (CtW) programme against the IPS (Individual Placement Support) and SEQF (Supported Employment Quality Framework) standards and frameworks.
- To provide case supervision, guidance and oversight to the Employment Specialists Supervise and assess staff across their various integration hubs, carry out in-person observations and provide the relevant levels of support and feedback to encourage and assist with staff development
- To carry out regular adviser and participant observations and assessments including Quality Assurance of paperwork and documents in line with funding requirements
- Advising, supporting staff with sifting clients to match appropriate jobs and training opportunities
- Monitor the records of project clients, progress and actions and initiate cross departmental and project-based case review meetings monthly
- To proactively work with health partners, attending case conferences, supervisory meetings to support joint working so that 'CtW' participant's health and well-being is considered alongside their journey to work.
- To support the delivery of the employment and skills brokerage across council departments and external support agencies to provide a joined-up skills and employment service.

Last Date Updated	Last Date Evaluated	Owner	Approved by

Additional Requirements:

- * Comply with any and all legislation and good practice appropriate to the work you undertake, and particularly that related to:
- * ☐ Safeguarding
- * ☐ Information security and confidentiality
- * ☐ Equality, diversity and inclusion
- * ☐ Health and safety
- * This is an unprecedented time of social, technological and financial change. The Council needs all staff to embrace change by demonstrating a flexible attitude to work, understanding that for us to provide excellent services to the people of Havering, you may be required to undertake other duties in line with the overarching nature of this role and your level of skills and responsibility.
- * Embrace the Council's iCare values and behaviours in all aspects of work and service delivery.

Person Specification

Qualifications

Only qualifications that are legally or professionally required in order to practice in a certain occupation can be listed in this section. You should not demand formal qualifications unless you are able to substantiate its inclusion. If you need to demonstrate a skill, please list the skill(s) and ensure the candidate demonstrates it either in an assessment or at interview.

A degree or equivalent qualification in a relevant subject is **desirable**
Must be IAG qualified trained or working towards the qualifications.

Experience

- Experience of direct line management, responsibility of personnel or a team, including overseeing, reviewing, evaluating and measuring team performance against KPI's and targets
- Experience of overseeing and reporting on performance, including meeting targets, deadlines and project outcomes
- Experience of organising and facilitating team meetings in order to share updates and business priorities and to provide an overview of performance, delivery and highlighting up and coming priorities.
- Experience of supporting long-term unemployed residents into sustainable employment, combined with previous experience of working in a sales-oriented, account management or business development environment.
- Experience of managing and prioritising an extensive workload with the minimum of supervision and supporting staff with the management and oversight of their responsibilities and duties.
- Experience of developing, initiating and training staff in the use, monitoring and data collection systems and producing performance reports using data systems.
- Experience of working in project teams involving a range of different organisations and disciplines.
- Experience of working directly with large and small businesses and of providing business support services.
- Experience of work in partnership with a range of stakeholders
- Experience of general and financial administration

Skills and Attributes

Excellent Communication skills - verbal and written, communicating openly and effectively to develop relationships with stakeholders, employers and participants

Excellent Customer Service skills – to ensure customer satisfaction and quality standards are achieved and maintained.

Project management skills - Achieving Results and Success, project planning, managing and monitoring performance

Line Management skills - including performance management, continuous professional development

Ability to motivating others - both staff and participants to achieve the best outcomes

Operational Management skills - ability to devise, document and follow processes, adhere to Funding guidance and deadlines.