



Job Description

Workforce Operations Manager

Company Overview

The EBP is an award-winning social enterprise, supporting young people across the country to develop the skills they need to thrive. Working in partnership with schools and businesses, our services are designed to help young people fulfil their potential through mentoring, enterprise challenges, skills development initiatives and work experience.

We provide young people with opportunities to develop the skills that employers are looking for, supporting them on the next step of their journey, whether that is apprenticeships, further education or employment.

We hold the contract to deliver the national youth programme NCS (National Citizen Service) across Lincolnshire, North East Lincolnshire, Leicestershire, Rutland and Northamptonshire.

We are committed to safeguarding and promoting the welfare of children and young persons and expect all staff to share this commitment. **This post may require an enhanced Disclosure and Barring Service (DBS) check.**

POST: Workforce Operations Manager

RESPONSIBLE TO: Head of Delivery

BASED AT: Welton House, Lincoln.
There will be an element of travel required for this role as we have offices in Melton Mowbray and Northampton.

HOURS OF WORK: 37hrs/week.

1. MAIN PURPOSE OF JOB

To co-ordinate an existing team of staff to ensure the success of the following three strands across all of our geographical areas;

- Seasonal workforce; the recruitment, training and engagement of all seasonal staff (mentors) involved in the delivery of NCS (National Citizen Service).
- NCS Graduates; the ongoing engagement of young people following their successful completion (graduation) from NCS.
- Social Action; the sourcing and organisation of all social action activities/events, both during and after NCS.

2. ROLE AND RESPONSIBILITIES

- Co-ordination of a small team of staff working across the business to meet and/or exceed targets.
- Ensure that a comprehensive reporting system is in place in order to produce detailed reports for management meetings.
- Provide a consistently high level of customer service to both internal staff and external partners.
- Take management responsibility for the following areas;

Seasonal Workforce

- Plan and conduct interview and selection days, in line with the company safer recruitment policy, to recruit NCS seasonal staff (mentors).
- Design and create induction packs and document guidelines.
- Attend jobs fairs and other recruitment events across the region.
- Building relationships with colleges and universities within the region, promoting NCS staffing opportunities.
- Ensure all pre-employment checks are completed.
- Work to secure long-term relationships with high performing seasonal staff.

NCS Graduates

- Establish a thriving and structured graduate community programme.
- Promote the benefits of graduate engagement to young people and the wider community.
- Ensure that key events such as the NCS reunion and national action days are completed to a high standard.
- Ensure a vibrant programme of action takes place throughout the year.
- Ensure that all graduate activity is recorded and monitored.

Social Action

- Create and maintain working relationships with local MP's, county and parish council contacts, local businesses and not-for-profit organisations.
- Source high quality social action projects and venues, ensuring these meet the requirements of the young people.
- Gather and maintain information and records of community projects, liaise with local organisation to develop the profile of social action in the area.

General

- Attend relevant training courses, workshops, meetings, seminars as required.
- Represent The EBP in a professional manner.
- Promote and safeguard the welfare of children and young people.
- Any other duties, consistent with the main purpose of the job, as may be specified from time to time.

3. SKILLS & REQUIREMENTS

Essential

- A track record of effective line management.
- A role model approach to leadership.
- Excellent written and verbal communication skills at all levels.
- Able to use initiative when solving problems.
- Organised and methodical.
- Able to work under pressure.
- Attention to detail and high standard of accuracy
- Ability to work to timescales and budgets.
- Self-motivated and able to work independently without the need for close supervision.
- Ability to collate and analyse data for management reports and monitoring purposes
- Experience of using Microsoft Office software.
- Willingness to work outside of normal hours if required.
- Full Driving licence and access to a vehicle for business use.

Desirable

- Prior understanding of NCS (National Citizen Service).
- Experience of engaging, supporting and working with young people.
- Experience of recruitment/training/management of seasonal workers.

Company Personal Competencies

- Builds personal effectiveness
- Effective teamwork
- Focuses on quality and customer service
- Driven by results
- Drives continual improvement
- Utilises resources efficiently
- Develops Team Members
- Drives Business Success