

## Job Description

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| <b>JOB TITLE:</b>       | <b>Connect to Work Programme Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>GRADE:</b>           | Grade M (indicative)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>POST NUMBER:</b>     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>DIRECTORATE:</b>     | Children's Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>SERVICE:</b>         | Employment & Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>RESPONSIBLE TO:</b>  | Head of Employment & Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>RESPONSIBLE FOR:</b> | Responsible for: <ul style="list-style-type: none"> <li>• Engagement Team Leader x 1 plus team</li> <li>• CtW Team Leader x 3 plus teams</li> <li>• SEP LSE Team Leader (May 2026)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                         | This post requires a DBS check [state level required] <ul style="list-style-type: none"> <li>• Enhanced</li> <li>• This post is / is not politically restricted [delete as required]</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>JOB SUMMARY:</b>     | <p>To strategically and operationally manage the delivery of the government's Connect to Work Programme and associated programmes, ensuring the effective implementation of high-fidelity IPS and SEQF models. This role involves delivering prescriptive contract KPIs and overseeing the programmes' execution, fostering collaboration with local authorities, ICB, and PCN networks, community organisations and ensuring compliance with DWP guidelines.</p> <p>A key aspect of this role involves proactive Horizon Scanning, requiring the continuous monitoring of emerging trends, evolving policies, and advancements in technology that could potentially impact the Connect to Work programme. The post holder will be expected to leverage this foresight to adapt programme strategies, ensuring the initiative remains relevant, effective, and responsive to the dynamic external environment.</p> <p>In addition, a critical element of this role is Future Proofing the Connect to Work programme. This will involve developing and implementing proactive strategies aimed at ensuring the programme's long-term sustainability and its inherent</p> |

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|                           | adaptability to anticipated future economic and social changes, thereby safeguarding its continued impact and relevance.                                                                                                                                                |
| <b>ROLE REQUIREMENTS:</b> |                                                                                                                                                                                                                                                                         |
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| 1.                        | Develop and implement strategic plans to deliver the Connect to Work Programme with clearly defined and measurable outcomes and which demonstrate synergies with all other relevant work and health initiatives, ensuring alignment with local and national priorities. |
| 2.                        | Collaborate with local authorities, health systems, ICB, and PCN networks to create a cohesive delivery plan.                                                                                                                                                           |
| 3.                        | Implement a structured process for regular review and evaluation of programme activities and effectiveness, ensuring continuous improvement and alignment with strategic objectives and government policy.                                                              |
| 4.                        | Ensure the programme supports the wider development of locally planned systems to drive growth and expand employment opportunities.                                                                                                                                     |
| 5.                        | Proactively horizon Scan, continuously monitoring emerging trends, policy shifts, and technologies that could impact the programme. Adapt strategies to ensure the programme remains relevant and effective in a changing environment.                                  |
| 6.                        | Develop and implement strategies that future proof the programme's sustainability and ensure its adaptability in the face of future economic and social changes.                                                                                                        |
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| 7.                        | Oversee the day-to-day operations of the Connect to Work Programme, ensuring high-quality service delivery.                                                                                                                                                             |
| 8.                        | Manage relationships with Delivery Partners and Accountable Bodies, ensuring adherence to the UK General Data Protection Regulation (UK GDPR) and other relevant policies.                                                                                              |
| 9.                        | Coordinate the commissioning approach for contracted services, if applicable, and ensure the design of the service meets DWP standards.                                                                                                                                 |
| 10.                       | Facilitate the iterative review and update process of the Delivery Plan, incorporating feedback from DWP.                                                                                                                                                               |

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| 11.                               | Ensure a robust Employer Engagement Strategy is in place alongside a Communications plan.                                                                                                                                      |
| 12.                               | Sector and Employer Engagement: Ensure sector and employer engagement is a key role for both management and staff, fostering strong relationships to enhance programme delivery and outcomes.                                  |
| 13.                               | Ensure compliance with all DWP guidelines and requirements, including the submission of Delivery Plans and adherence to the Grant Funding Agreement.                                                                           |
| 14.                               | Prepare and submit timely reports to DWP, detailing progress, challenges, and outcomes of the programme                                                                                                                        |
| 15.                               | Establish and embed robust systems and processes for contract management, financial and risk management and tracking and reporting on key deliverables.                                                                        |
| 16.                               | Ensure data processing, capturing, sharing systems and processes are robust, in line with all relevant legislation and liaison with respective colleagues with the Employment & Skills team, the wider Council and CLF.        |
| <b>CORPORATE RESPONSIBILITIES</b> |                                                                                                                                                                                                                                |
| 17.                               | Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.                                                 |
| 18.                               | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.                                                                                                             |
| 19.                               | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.                                          |
| 20.                               | Promote equality among all staff and residents and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.                                                              |
| 21.                               | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |
| 22.                               | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.                                                                                                            |

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| 23.                | Undertake any other duties and responsibilities commensurate with the grade of the post as these duties may be required from time to time.                                                                                                                                                            |
|                    | Adherence to the Council's commitment to the health, safety and welfare at work policy.                                                                                                                                                                                                               |
| <b>PEOPLE</b>      |                                                                                                                                                                                                                                                                                                       |
| 24.                | Engage and develop all staff in the team to ensure they have clear personal development plans.                                                                                                                                                                                                        |
| 25.                | Lead, develop and retain a team of staff and potentially commissioned partners, to deliver the programme and achieve the outcomes outlined in the delivery plan and in doing so meet the requirements of the Grant Funding Agreement and technical guidance.                                          |
| 26.                | Represent the programme and the borough at local and national forums, advocating for the benefits of IPS and SEQF fidelity models.                                                                                                                                                                    |
| 27.                | Collegiate Working: Work collegiately with colleagues in other teams to support programme development and maximise outcomes for residents.                                                                                                                                                            |
| <b>FINANCE</b>     |                                                                                                                                                                                                                                                                                                       |
| 28.                | Actively manage the contract and financial aspects of externally funded programmes, ensuring accurate reporting and auditing.                                                                                                                                                                         |
| 29.                | Oversee financial planning, budgeting, and reporting to ensure the programme's financial health and compliance with funding requirements and audits.                                                                                                                                                  |
| <b>SERVICE</b>     |                                                                                                                                                                                                                                                                                                       |
| 30.                | Take an active role in case management processes to ensure quality control across the service.                                                                                                                                                                                                        |
| <b>PERFORMANCE</b> |                                                                                                                                                                                                                                                                                                       |
| 31.                | <p>Provide leadership and management of the team/contractors, ensuring that individuals, teams/contractors perform to a consistently high standard:</p> <ul style="list-style-type: none"> <li>• Business, service, programme and project plans are developed, communicated and monitored.</li> </ul> |

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|     | <ul style="list-style-type: none"> <li>• Individuals are equipped with the necessary skills, experience and behaviours. They are set objectives that they consistently meet or exceed.</li> <li>• Any under-performance is identified and addressed at the earliest opportunity</li> </ul> |
| 32. | Performance Management: Implement robust performance management processes, including regular review of workplan KPIs and achievements to ensure continuous improvement and accountability.                                                                                                 |

#### **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

## Person Specification

| Person Specification for the Post of   | Connect to Work Programme Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Essential (E) or Desirable (D) (if applicable) | Method of Assessment<br>A= Application Form<br>T= Test<br>I= Interview |
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| <b>Knowledge</b>                       | <p>1. An appropriate level of knowledge, experience and achievement suitable to the role.</p> <p>2. Demonstrable working knowledge of project and programme and financial management principles.</p> <p>3. In-depth working knowledge of national and local legislation/policy and practices relating to inclusive recruitment, employment and training support, job brokerage, welfare reform and vulnerable families; specifically in relation to Connect to Work and its required delivery methodologies.</p>                                                                                                                  | <p>E</p> <p>E</p> <p>E</p>                     | <p>A/ I</p> <p>A/I/T</p> <p>A/I/T</p>                                  |
| <b>Qualifications &amp; Experience</b> | <p>4. A good level of education and able to demonstrate an appropriate level of knowledge, experience and achievement suitable to the role.</p> <p>5. Experience of delivering large participation programmes to audiences who are impacted by disadvantage and inequalities, and which include the provision of enriching activities.</p> <p>6. Proven ability to effectively forecast, manage, and monitor programme budgets, including the accurate processing of financial claims, to ensure expenditure aligns with allocated resources and to proactively identify and mitigate risks of both underspend and overspend.</p> | <p>E</p> <p>E</p> <p>E</p>                     | <p>A, I</p> <p>A, I</p> <p>A, I</p>                                    |

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|                                                                                                 | <p>7. Ability to communicate effectively using a wide variety of media and methodologies, and ability to use a range of effective engagement skills when presenting.</p> <p>8. Ability to think strategically and horizon scan to inform operational planning and programme success.</p> <p>9. Politically astute and experienced in working closely with, advising and influencing members, senior officers and stakeholders.</p> <p>10. Proven ability to effectively manage and empower individuals, mobilising resources and fostering a motivated team environment focused on delivering objectives.</p> <p>11. Self-motivated, enthusiastic and driven to achieve success.</p> <p>12. Demonstrable ability to rapidly generate creative and innovative solutions to operational challenges and opportunities.</p> <p>13. Resilient in the face of contradicting and competing priorities and a demanding workload.</p> <p>14. Demonstrable commitment to trauma informed approaches, equity and diversity in employment and service delivery.</p> | <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |
| <p><b>Living the TOWER Values sets out the essential behaviours required of all staff.</b></p>  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>They are aligned to the organisation's five TOWER Values</b></p>  |                                                                                              |
| <p>We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes</p> | <p><b>Building relationships</b><br/>Takes actions to improve team culture and improves relationships across the council and with partners to achieve the best outcomes</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><u>E</u></p>                                                         | <p><u>A/I</u></p>                                                                            |

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| for Tower Hamlets                                                          |                                                                                                                                                                                                                                                                                                                                                            |          |            |
| We are <b>OPEN</b> and transparent                                         | <b>Managing Change</b> - Facilitates the change required for the team and others to be connected to on-going service requirements.                                                                                                                                                                                                                         | <u>E</u> | <u>A/I</u> |
| We are <b>WILLING</b> to challenge, innovate and be accountable.           | <b>Being accountable</b><br>Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others.                                                                                                                                                                                                                | <u>E</u> | <u>A/I</u> |
| We empower each other to be <b>EXCELLENT</b> and go the extra mile.        | <b>Focusing on support and wellbeing</b><br>Promotes well-being at work and checks in with team members, signposting to support where needed.                                                                                                                                                                                                              | <u>E</u> | <u>A/I</u> |
| We <b>RESPECT</b> all communities, they are the heart of everything we do. | <b>Respecting diversity and being inclusive</b><br>Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.                                                                                                                                                                    | <u>E</u> | <u>A/I</u> |
| <b>Additional Requirements</b>                                             | <p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirements relating to political restrictions for this role.<br/>(Must be included if post designated 'politically restricted')</p> | <u>E</u> | <u>A/I</u> |