

Job Description

POST TITLE: Supported Employment Operations Manager

DIRECTORATE: Climate, Homes and Economy

SERVICE: Employment, Skills and Adult Learning

GRADE: PO6

LOCATION: Within the London Borough of Hackney (Hackney Service Centre or Employment Hubs within the borough)

RESPONSIBLE TO: Head of Employment Pathways

RESPONSIBLE FOR: Up to 12 Supported Employment members of staff

PURPOSE OF THE JOB:

The postholder will provide both operational and strategic leadership for the Connect to Work Team, overseeing the delivery of high-quality employment support services that drive positive outcomes for service users. They will manage Advisors following the Individual Placement and Support (IPS) model and Supported Employment Quality Framework (SEQF), ensuring programme fidelity, while leading the team in case management, stakeholder collaboration, performance tracking and target achievement. A key aspect of this role is fostering strong relationships with employers, and stakeholders providers to secure job opportunities and increase referrals.

They will work closely with the Performance and Commissioning team to monitor programme effectiveness and embed a performance-driven culture within the team. Acting as lead officer on Supported Employment, they will produce briefings for directors and senior stakeholders, driving collaboration with key partners such as Central London Forward to enhance programme integration.

Main Areas of Responsibility

Strategic Programme Leadership & Service Development

- Provide high-level leadership in developing and delivering employment support

strategies within the Connect to Work Team, ensuring alignment with wider organisational priorities.

- Establish and maintain influential partnerships with training providers, employers, and multi-agency stakeholders to expand employability opportunities and strengthen referral pathways.
- Oversee the development of tailored training programmes that address labour market gaps, working with the Employer Engagement & Partnerships Team to ensure alignment with business needs.
- Act as a subject expert to senior leadership, delivering strategic briefings to the Mayor, Cabinet Members and key decision-makers while deputising for the Head of Employment Pathways.
- Direct and oversee the implementation of the Connect to Work Supported Employment and IPS models, ensuring fidelity and evidence-based practice to improve employment outcomes.

Performance Oversight & Stakeholder Influence

- Drive a performance-led culture within the team, working closely with the Commissioning and Performance Team to ensure robust monitoring, reporting and impact measurement.
- Cultivate high-level stakeholder relationships across sectors, engaging NHS services, employers and the DWP to strengthen collaborative working and maximise employment opportunities.
- Lead the communication strategy for Connect to Work, overseeing the development of promotional materials, stakeholder engagement campaigns, and programme visibility initiatives to enhance participation and impact.
- Represent the programme at borough-wide employment events, ensuring alignment with the council's corporate strategy and influencing policy discussions.

Leadership & Operational Management

- Provide strategic oversight of the Connect to Work Team, ensuring operational excellence and responsiveness to evolving employment sector demands.
- Lead regular team meetings to drive alignment with political, commissioning and labour market priorities, ensuring agility and innovation in service delivery.
- Manage and mentor Employment Advisors, embedding a high-performance, customer-focused culture that drives measurable success.
- Ensure effective caseload management through data analysis and performance monitoring, maintaining a strong focus on achieving and exceeding targets.
- Oversee supervision of co-located staff, ensuring integration across multidisciplinary teams to enhance service effectiveness and ultimately, fidelity
- Champion cross-departmental collaboration, fostering a joined-up approach within ESAL services; avoiding siloed working

Person Specification

Knowledge and Understanding

1. In-depth understanding of barriers faced by disabled individuals and disadvantaged groups when accessing employment.
2. Knowledge of Supported Employment models, including IPS (Individual Placement and Support) and SEQF (Supported Employment Quality Framework).
3. Comprehensive awareness of national policies, employment legislation, and best practices for supported employment and disability inclusion.
4. Familiarity with welfare benefits, in-work benefits systems, and their implications for unemployed individuals transitioning into work.
5. Knowledge of local labour market trends and employer recruitment processes

Skills and Abilities

1. Outstanding verbal, written, and presentation skills with the ability to communicate complex information concisely.
2. Ability to establish and maintain strong relationships with employers, stakeholders, service providers, and multi-agency partners.
3. Highly developed strategic planning and organisational skills, with the ability to prioritise effectively.
4. Competence in analysing service performance data and translating insights into actionable improvements.
5. Excellent stakeholder management and negotiation skills to influence and engage effectively at senior levels.
6. Ability to manage a diverse caseload, lead case management processes, and support employment advisors in delivering targeted support.

Leadership and Management Competencies

1. Skilled in overseeing employment advisors, ensuring a performance-oriented, customer-focused approach.
2. Ability to foster an effective, high-morale working environment through strong team leadership and collaboration.
3. Experience in chairing meetings, setting objectives, and communicating organisational priorities in response to policy shifts and labour market trends.

4. Effective at embedding a culture of continuous improvement, professional development, and knowledge-sharing among team members.

Stakeholder Engagement and Communication

1. Ability to lead key briefings for senior stakeholders, including directors, Cabinet Members, and external partners.
2. Strong track record of developing relationships with training providers, employers, NHS services and commissioning teams.
3. Experience in promoting employment programmes through newsletters, websites, and communications strategies to increase engagement and referrals.
4. Ability to represent the Connect to Work team at careers events, networking meetings, and borough-wide employment boards.

Other Requirements

1. Willingness to work outside standard office hours for meetings, events, and public engagements.
2. A clear commitment to diversity, equality, and inclusion, ensuring that employment services are accessible to all.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.