

high

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EMPLOYMENT AND WELFARE ADVICE MANAGER



Welcome to High Trees!

High Trees was born of the local community 22 years ago, through collective community action to save the old library based in Tulse Hill, turning it into a Community Development Trust. Today, High Trees has grown significantly and is a well-regarded and trusted community anchor in Lambeth, delivering and leading on a range of integrated services to connect people and communities to strengthen skills and build stronger voices.

Our 4 cornerstone support areas provide integrated services in:

- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses
- **Employment & Career Support:** We provide person-centred employment support for long-term unemployed individuals and those stuck in low-paid work, to improve their economic position through sustainable employment opportunities and career progression
- **Children, Young People & Families:** Working on the basis of early intervention, we deliver a range of services focused on play, study and social action aimed at improving the aspirations and well-being of children and young people, and strengthen families
- **Community Action:** We embed Community Organising within the locality to nurture and capacity build individuals and community groups to develop advocacy skills and empower them to take collective community action on issues that affect them, whilst also improving representation in decision making

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.

Our website is currently under development, and while our new site is not live yet, you can visit by following the link.

<https://hightrees.jonpontet.com/>

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High Trees' Employment and Welfare Service

Our Employment and Welfare advice service is a small and committed team aiming to improve the economic wellbeing of our beneficiaries by supporting them into meaningful and sustainable employment. We purposefully target our employment support to address employment support gaps in the borough and beyond, with our main priority being groups focused on serving over 50s, lone parents and individuals with health conditions. We also work to address in work poverty and equally target support at individuals stuck in low paid and insecure work, to provide career guidance and new opportunities to improve their employment status.

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EMPLOYMENT AND WELFARE ADVICE MANAGER

Job Description

We are looking for a highly skilled individual to lead our existing Employment and Careers Team which will also be expanding to accommodate Welfare Advice in light of increased need since Covid-19. You will be responsible for leading a small and dynamic team, ensuring we deliver high quality and impactful employment & career support, alongside setting up a new welfare advice service to some of Lambeth's most underserved groups. We purposefully target our employment support to address employment support gaps in the borough and beyond, with our main priority groups focused on serving over 50s, lone parents, individuals with health conditions. We also work to address in work poverty and equally target support at individuals stuck in low paid and insecure work, to provide career guidance and new opportunities to improve their employment status.

You will play an integral role in developing the charity's strategic vision for the growth and development in this area and looking for ways the charity can expand its reach and impact within the local community. High Trees are very ambitious for our Employment, Career & Welfare Service and we know how much this service is needed by those we serve – we are in the process of expanding our team and you will very quickly build a highly performing team who can prioritise delivering a personalised and supportive service while ensuring we meet the targets set both internally and by our funders.

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Job Title	Employment and Welfare Advice Manager
Salary	£34,000 - £40,000 FTE
Hours	Full-time 35 hours per week
Reporting to	Co-CEOs
Location	High Trees, 220 Upper Tulse Hill, SW2 2NS

- To inspire, lead and manage a team of 3 Employment & Career Advice officers and 1 Welfare Advisor to ensure the delivery of a high-quality Employment & Careers service. This will include annual appraisals, preparation and development of staff development programmes
- Manage the team to deliver an outstanding Employment and Welfare Advice service to High Trees users and the wider community ensuring that the team is delivering high impact tailored advice, support services and opportunities to the long term unemployed or employed
- To review the workload of the Employment and Careers Service and manage resources in response to changes in workload to ensure that an effective, timely and customer-focused service is provided to a large user base
- Fostering partnerships with internal departments across High Trees in order to provide a holistic and effective, customer focused service to new and existing users
- To lead the design, development, financial, delivery management and evaluation of a range of funded and contracted Employment & Welfare Advice Support projects to be delivered at multiple sites
- Ensure that the contractual obligations of our funders and contractors are met including meeting key performance indicators, delivering services in time and on budget
- Produce regular monitoring and evaluation reports and updates for funders, management meetings, Boards and colleagues and ensure effective communication to stakeholders on the outcomes of the programmes and projects
- To maintain and strengthen our relationship with existing funders and commissioning organisations and broker new relationships with potential funders/ contractors
- To establish and oversee an effective monitoring and quality assurance framework/ system to be embedded and used by the service division
- To initiate and develop partnerships with local stakeholders, employers, community and training organisations which will strengthen and broaden our offer and outcomes for clients
- Help develop and implement the organisation's strategy for 2020-2025 with a lead on the Employment and Careers Section
- To establish and oversee an effective communications, marketing and engagement plan for the service

PERSON SPECIFICATION

The person specification is an idea of skills, knowledge and experience required to carry out the job. The person specification will be used in the short listing and interview process for this post. Applicants who possess the essential requirements but not the desirable requirements should not be discouraged from applying.

Essential

- 2 years' professional experience managing various projects or programmes– ideally with a background in employment support
- A minimum of 1 year managerial/supervisory experience
- Demonstrable experience of delivering to targets or clearly set outcomes
- Able to design, implement and oversee a range of employment, training and career development initiatives
- Able to design and implement effective systems of monitoring and evaluating programmes and projects of work.
- Able to analyse data/information and identify service improvement
- Familiar with the workings of central and local government
- Financially astute; able to manage budgets and financial models/plans.
- Competent in using Microsoft packages
- Able to cope under pressure and accept responsibility to meet goals

Desirable

- Experience with ESF/Central Government funded programmes
- Experience of working with individuals with health conditions including mental health/older job seekers/lone parents/long-term unemployed
- Experience of work within a community or charity setting
- A degree or equivalent in a relevant field or Level 3 of above qualification in Information, Advice & Guidance
- Able to lead on securing and managing new funding and contracts
- Willing and available to work outside of usual office hours, including evenings and weekends

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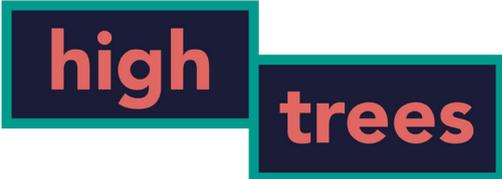
WORKING AT HIGH TREES

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 22 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD and are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Service Managers have been promoted from within our organisation.

Benefits of working at High Trees include 24 days holiday rising by 1 day each year after 2 years' service (capped at an additional 8 days) with at least an additional 3 days off each Christmas, enhanced maternity/paternity/adoption leave after 2 years' service, up to 5% contribution to the staff pension scheme, a 24 hours employee support line and a clear pay structure with yearly increments (based on performance).

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.

The logo for High Trees consists of two dark blue rectangular boxes with teal borders. The first box is on the left and contains the word "high" in a white, lowercase, sans-serif font. The second box is on the right, slightly lower and overlapping the bottom of the first box, and contains the word "trees" in a white, lowercase, sans-serif font.

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HOW TO APPLY

Please send a CV, covering letter (no more than 2 pages), the applicant monitoring form and the additional information form to admin@high-trees.org with 'Employment and Welfare Advice Manager' in the subject line. All applications must be received by 11pm on the 4th of August.

QUERIES

If you have any questions about the role or High Trees, please contact Grace English on 020 8671 3132 or email grace.english@high-trees.org.

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Meeting everyone
as a person of
great potential

High Trees Community Development Trust
220 Upper Tulse Hill, London, SW2 2NS
020 8671 3132