

# Job Description and Person Specification

Supported Employment Team Leader  
(IPS/SEQF)  
*Connect to Work*

A Lambeth to be proud of



**Job Title:** Supported Employment Team Leader

**Grade:** PO4

**Department:** Economic Inclusion, Skills and Employment

**Division:** Economy, Culture and Skills

**Business Unit:** Climate and Inclusive Growth

**Reports to:** Supported Employment Service Manager

**Responsible for:** 4 x Employment Specialists

### Context

The Skills and Employment team play a key role in is at the heart of Lambeth Council's ambition to ensuring that all residents can access high-quality employment support, whatever their circumstances. Nationally, economic inactivity due to ill health has risen significantly, and we see the effects of this locally - particularly for residents with disabilities and long-term health conditions. We know that the rising cost of living continues to affect our communities, with financial resilience a growing challenge for many. We also know that employment plays a key role in reducing inequality, improving health and wellbeing, and strengthening community resilience, with the work of the Skills and Employment team directly supporting the ambitions of *Lambeth 2030: Our Borough, Our Future* - helping to create a fairer, safer, and more inclusive borough for everyone.

**Connect to Work** is a new five year, national employment support programme funded by the Department for Work and Pensions offering long-term, focussed support for Lambeth residents residents facing the greatest barriers to employment. Connect to Work in Lambeth will be delivered through a hybrid model of direct delivery through the BeLambeth Employment Support Service and local commissioning, ensuring residents receive tailored, high-quality advice that meet their individual needs and provides support to move into and sustain employment.

### Job Purpose

The Supported Employment Team Leader will provide effective leadership and management to the Supported Employment (IPS/SEQF) team within Skills and Employment, ensuring effective induction, one-to-one supervision, caseload management, and training to maintain high-quality, specialist services in line with the high fidelity Individual Placement Support (IPS) Grow Model.

Responsible for overall operational management of the Connect to Work IPS/SEQF programme, which focuses on supporting vulnerable residents with physical and learning disabilities, mental health, long term health conditions, and other complex barriers to employment to secure and sustain good quality employment, the Team Leader will lead on coordination of Connect to Work delivery at a borough level, engaging with key stakeholders including Department for Work and Pensions, Further Education and Higher Education establishments, NHS Primary and Secondary Care Services and Lambeth

Council teams to ensure effective targeting of residents most in need of support, and cohesiveness of programme delivery.

The postholder will develop and oversee robust data monitoring systems to ensure appropriate performance and equalities monitoring data is recorded, verified, and reported for internal and external stakeholders, ensuring effective performance management, compliance with DWP funding conditions and GDPR regulations.

## Job Purpose

- Leadership and management of Connect to Work IPS/SEQF Supported Employment team, with oversight of all aspects of operational delivery including team management and supervision, appraisal and personal development, partnership development, performance monitoring and quality assurance in line with requirements of high fidelity IPS/SEQF delivery model. In addition to managing team and individual performance to achieve Key Performance Indicators and programme targets, Supported Employment Team Leaders may also be required to manage a small caseload of particularly complex cases.
- Lead and support a team of Employment Specialists to provide high-quality trauma-informed employment support and pastoral care services, embedding a culture of high performance and continuous quality improvement. This includes provision of services on a one-to-one and group basis, at a range of accessible locations within Lambeth.
- Support the commissioning and contract management of Connect to Work Supported Employment programmes in Lambeth, ensuring providers are appropriately trained, supported and monitored on delivery of high quality employment services to Lambeth residents with complex barriers to employment.
- Development and monitoring of robust KPIs and targets, ensuring clarity and quality of performance management for Supported Employment team and commissioned providers with regular one-to-one support. team meetings, caseload and performance reviews to identify and address any areas of underperformance or necessary service delivery improvement. Undertake regular monitoring of service delivery, engaging service users through consultation, feedback, and co-production to drive service improvements.
- Ensure team proficiency and compliance with programme registration, support activity, and outcome recording and verification processes to ensure smooth running of Connect to Work programme, providing appropriate training and oversight to maximise efficiency and accuracy. Establish regular monitoring, spot-checks, and data compliance reviews to ensure that data collection is robust and in line with high fidelity IPS/SEQF quality assurance frameworks.
- Design and implementation of effective engagement strategies in collaboration with internal and external stakeholders, ensuring that services are targeted to residents most in need of support to engage with specialist employment and training services. Development of robust referral routeways and co-ordination of resident engagement activity to ensure programme registration KPIs and targets are met.

- Lead on specialist Employer Engagement, effectively supporting Employment Specialists to establish and foster strong partnerships with employers and placement hosts to ensure the appropriateness and quality of employment and training opportunities for Connect to Work candidates.
- Responsible for effective promotion, marketing and communications of the Connect to Work programme in Lambeth, utilising a range of marketing assets and tools including social media, flyers and posters, and in-person meetings to raise the profile of the programme, secure partner and resident engagement, and communicate project success and good news stories.
- Responsibility for team budget, expenses and payments, assisting the Service Manager with budget control and reconciliation and accurate reporting of project expenditure, maintaining up-to-date budget records, recharges, and invoices.
- Ensure service compliance with all necessary legislation and policy including Health and Safety, Equality and Diversity, safeguarding and GDPR, including implementation of comprehensive employer risk assessment processes to ensure the safety of Connect to Work candidates on external placement.
- Contribute to the council's strategic priorities and outcomes by promoting a 'One Lambeth' approach, developing and maintaining positive relationships with colleagues, stakeholders, and communities to support effective collaboration and achievement of team, directorate and Lambeth 2030 corporate objectives.
- Represent the Skills and Employment team and Lambeth Council at internal, external, and sub-regional meetings and events, including deputising for the Connect to Work Service Manager when required.

### **Additional Responsibilities**

- Championing equity and justice across the team and service delivery, ensuring supported employment services are exemplars of inclusion and deliver personalised services that meet the needs of priority groups in Lambeth.
- Contribute positively to career development activity at an individual and team level, participating in training and taking up learning opportunities including those identified through Lambeth's Performing Well process.
- Ensure all duties and responsibilities comply with the Council's policies and procedures. Proactively promote and adhere to the Council's equal opportunities and diversity policies, ensuring anti-discriminatory practices within the service.
- Undertake additional duties as required, commensurate with the role's grade.

## PERSON SPECIFICATION

### Supported Employment Team Leader (PO4)

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Tick" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Qualification</b>	Q1	Relevant professional qualification at NVQ Level 4 (or equivalent) is preferred, although demonstrable, relevant experience in an equivalent role will also be considered .	✓A
<b>Key Knowledge</b>	K1	Knowledge of Supported Employment models of delivery including Individual Placement Support and/or Supported Employment Quality Assurance Framework.	✓A
	K2	Knowledge of the complex barriers faced by residents with disabilities, long term health conditions, and complex barriers to employment and effective strategies to overcome them.	
	K3	Understanding of principles of employer engagement, including perceived and actual challenges in recruiting and sustaining employment for residents with complex barriers to employment and effective strategies to overcome them.	
	K3	Knowledge of disability and mental health issues, policies, and legislation related to employment with d clear and demonstrable understanding of the importance of Health and Safety, safeguarding, confidentiality and discretion in all aspects of work.	✓A
<b>Relevant Experience</b>	E1	Experience of Supported Employment programme delivery and/or contract management (preferably including IPS/SEQF delivery), with a commitment to ongoing professional development and continuous learning.	✓A
	E2	Experience in effectively managing a team, leading on recruitment, supervision, quality assurance and driving performance in a target driven environment.	✓A
	E4	Experience in developing innovative and effective outreach and communications strategies to	✓A

		successfully target specific audiences, including use of digital and physical assets, presentations, events and partner engagement.	
	E5	Experience in development and monitoring of robust data including registration, activity, and outcome reporting and verification processes, including production of data analysis and written reports.	
<b>Core Values and Behaviours</b>		<b>Equity</b> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<b>Kindness</b> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<ul style="list-style-type: none"> <li>• Accountability</li> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<b>Ambition</b> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> </ul>	

		<ul style="list-style-type: none"><li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li><li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li><li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li><li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li></ul>	
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