

---

## JOB DESCRIPTION

---

**Job title:** Performance Manager

**Function:** Operations

**Reports to:** Area Manager

**Salary:** £35 - £38K

**Location:** Bracknell/Reading/High Wycombe/Newbury/Reading or Slough

---

## PURPOSE OF YOUR JOB

---

As part of the expansion to the existing Work and Health Programme (WHP-JETS), which provides tailored employment support services to individuals, this role will ensure a targeted employment scheme is available to those individuals who have recently been made unemployed as a result of the devastating impact of COVID-19. The scheme will address the barriers to gaining alternative employment with tailored support to enable individuals to achieve and sustain new employment.

To lead and drive a team to high achievement of all performance and quality targets and ensure the service meets the needs of the participating individuals. Be an exemplar leader of a team applying a range of management skills to optimise positive impact to the participants of the scheme.

Use management information to identify opportunities to improve a range of performance and quality metrics, using excellent communication skills to then engage colleagues/teams with potential changes to approach/process.

---

## PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

---

- Meet, and strive to exceed, personal performance targets (Key Performance Indicators).
- Lead, inspire, motivate and coach a team to achieve the team and individual targets
- Drive a high-performance culture in line with Kennedy Scott's vision and values.
- Facilitate high frequency engagement activities with the team you are leading, via daily huddle calls, weekly reviews, monthly team meetings and monthly caseload reviews.
- Deliver a positive experience to all customers participating in the scheme, ensuring they positively engage with the service.
- Ensure the scheme has a range of progressive activities and techniques, consistently deployed, for customers to benefit from.
- Ensure the Customer Service Standards required for the scheme are achieved by the team you are leading, take correct actions to address any under-performance.
- Be competent and confident to engage with your team through a range of innovative ways, including use of modern digital technologies.
- Adopt a continuous improvement mindset to all team activities, thus enhancing the service to our customers.
- Ensure all relevant evidence requirements are met to verify job starts.



- Deputise for the area manager at internal and external meetings, and other events as required.
- Maintain hard copy and system-held customer records to the required compliance and quality standards.
- Fully comply with company policies including those for personal data security, safeguarding and health and safety.
- Develop an understanding of specialist signposting services in the local area / region, building knowledge in areas such as specific disabilities, housing, benefits etc. Knowledge to be applied where appropriate during caseload management.
- Actively and positively promote Kennedy Scott, its vision and values at all times. To include targeted marketing activities such as networking, attendance at events and public relations activity in line with the Kennedy Scott's Marketing Strategy.
- Promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate social responsibility, equal opportunities and diversity as referenced in company policies and standards.
- Responsibility to act on any issues of concern in relation to Safeguarding Adults and Children. This requires adhering to, and acting on, Kennedy Scott's policies and procedures.
- Uphold and comply with GDPR and confidentiality standards.

---

## **KNOWLEDGE AND EXPERIENCE**

---

### **Essential**

- Previous leadership/management experience.
- GCSE or equivalent in English and Math's at Grade C or above.
- Fully IT literate in using a range of Microsoft Office programmes to include 365 products and modern digital technologies, such as Microsoft Teams and Skype for Business.
- Experience of working in a target driven environment.
- Experience of delivering services to meet contractual and quality standards.
- A suitable home working environment.

### **Desirable**

- Knowledge of the employability industry/recruitment industry.
- Full driving licence to enable deployment across a specified geographical area (region), when required.

---

## BEHAVIOUR / CAPABILITIES

---

- Excellent interpersonal skills with the ability to work independently.
- Capability to work under pressure, without day to day supervision.
- High level of initiative and motivation with the ability to seek out solutions to problems.
- Confidence to challenge customers in relation to behaviors and attitudes towards gaining employment.
- Ability to carry out the duties of the job with reasonable adjustments when necessary.
- Capability to review evaluate caseload success and identify areas of improvement.
- Accountable for own professional development and to undertake necessary training as identified in the Performance Review process.
- Prepared to work flexibly to meet the needs of the role, including any necessary travel across a regional area.

---

## CORE COMPETENCES

---

- Will to succeed
- Getting things done
- Customer / service user focus
- Communication
- Persuading and influencing others
- Logical thinking

---

## HOW TO APPLY

---

Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send you statement along with your CV to [teresa.shaw@kennedyscott.co.uk](mailto:teresa.shaw@kennedyscott.co.uk)

Job roles will be assigned subject to contract award.