

Role Profile
Work and Skills Officer, Grade 7

Team: Work and Skills
Directorate: Growth and Neighbourhoods
Reports to: Work and Skills Specialist

Key Role Descriptors:

The role holder will enable good quality and accurate advice that informs effective decision making as they affect the authority's policy priorities and day to day operations.

The role holder will respond effectively to key risks and identify opportunities for improvement. Improvement is achieved through sound planning and delivery of work, understanding and evaluation of risks, effective communication and persuasion.

Key Role Accountabilities:

Provide high-quality analytical and evaluation support for the development of specific pieces of analysis or development projects.

Ensure work is delivered within statutory guidelines and maintain relationships with other teams to ensure the highest standard of service delivery.

Draft clear and concise responses to consultations, queries, and briefings.

Ensure the effective integration of advice, and development and identification of key issues and opportunities across the organisation and partners.

Actively manage and monitor performance against key performance indicators, highlighting performance issues, areas for development and concern.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Work and Skills Team provide clear leadership and co-ordination for all Council services which promote employment, skills and reducing dependency.

The function consolidates resource and expertise to engage with national and Greater Manchester work and skills initiatives, ensuring that the agenda is well connected across different services in the City and connected to neighbourhoods.

The functions include the Work and Skills Strategy; maximising the benefits of employment and skills opportunities from the GM Devolution Deal; stakeholder engagement with key commissioners and major providers; business engagement for growth and local economic benefit.

The role holder will contribute to the smooth running of the service through supporting the project and contract management of various programmes commissioned out to providers. The role holder will analyse data to identify trends and errors, establish and build strong working relationships with partners, and contribute to the reporting and evaluation requirements of the programmes. The role will also involve tracking and monitoring the projects' budgets and organising workshops and events to promote the sharing of best practice among providers. The role holder will be confident in working in politically sensitive contexts.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Communication Skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Project Management:** Excellent ICT and organisational skills to develop a detailed project schedule for use by the Project. Has experience of developing and monitoring project progress through the use of a simple GANTT chart.
- **Strategic Thinking:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service. Understands adjustments to strategy and helps others to adjust plans accordingly
- **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation.
- **Administrative Skills:** Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.

Technical Requirements (Role Specific)

- Knowledge of and contribution to recent work and skills initiatives.