

JOB DESCRIPTION

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|---|-----------------------------|------------------------|--|
| Job Title | Connect to Work Manager | | |
| Directorate | Community Place and Economy | | |
| Reporting to | | | |
| Grade | 9 | | |
| Evaluation ref: | RP286 | Job Family ref: | |
| Role Purpose | | | |
| <p>The Connect to Work Manager will lead the delivery and ongoing development of Somerset Council's Connect to Work programme—a key component of the national Get Britain Working initiative. The programme aims to reduce economic inactivity and improve employment outcomes for residents facing disadvantage and complex barriers to the labour market. Operating within the Economic Development, Skills and Climate directorate, the postholder will manage a team of Employment Specialists and commission external delivery partners to provide high-quality, person-centred employment support.</p> <p>The postholder will be responsible for ensuring the programme meets government-set targets and funding eligibility criteria, while embedding national best practice through fidelity to the Individual Placement and Support (IPS) model and the Supported Employment Quality Framework (SEQF). They will oversee contract management, performance monitoring, and stakeholder engagement, ensuring delivery partners meet agreed outcomes and that quarterly reporting to government is accurate, timely, and aligned with Department for Work and Pensions (DWP) requirements. While contributing to assurance and delivery oversight, full accountability for these functions sits elsewhere within the directorate.</p> | | | |
| Accountabilities | | | |
| <p>Lead the delivery and ongoing development of the Connect to Work programme in Somerset, ensuring alignment with local priorities and national expectations for reducing economic inactivity and improving employment outcomes.</p> <p>Manage and support a team of approximately six Employment Specialists</p> <p>Manage and support the Management and Administration function for Connect to Work including approximately four positions.</p> <p>Commission and oversee external delivery partners, ensuring compliance with contract terms, quality standards, and funding requirements. Monitor contract performance through regular contract management meetings and implement corrective actions where necessary.</p> <p>Monitor performance against government-set targets and funding eligibility criteria, embedding fidelity to Individual Placement and Support (IPS) and the Supported Employment Quality Framework (SEQF).</p> | | | |

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Produce quarterly reports for government submission, ensuring accuracy, insight, and alignment with Department for Work and Pensions (DWP) programme requirements, including claims and audit processes.

Collaborate with internal teams and external stakeholders, including DWP, NHS, training providers, and community organisations, to align delivery with strategic priorities and local labour market needs.

Support integration of employment support with health, skills, and careers services, contributing to service plans and improvement strategies that reflect economic development priorities and national policy frameworks.

Ensure delivery is inclusive, accessible, and responsive to local needs, with robust safeguarding, GDPR compliance, and risk management processes in place. Act as the Single Point of Contact (SPOC) for MAPPA and related protocols.

Manage assurance and quality improvement processes, establishing mechanisms to monitor fidelity, performance, and compliance across internal teams and external providers. Use data and stakeholder feedback to inform continuous improvement.

Represent Somerset Council in regional and national forums, networks, and strategic meetings related to employment and skills, promoting the programme's aims, achievements, and impact.

Manage programme budgets, ensuring accurate financial monitoring, forecasting, and reporting. Oversee data input and integrity within the Management Information System (MIS), ensuring alignment with DWP and internal reporting standards.

Monitor and report on programme outcomes, using evidential data to inform decision-making, performance reviews, and service enhancements. Provide regular updates to internal stakeholders, funders, and external partners.

Identify and secure funding and investment opportunities, enhancing programme sustainability and expanding its reach and impact.

Knowledge / Experience / Skills

| | Essential | Desirable |
|--|-----------|-----------|
| Knowledge | | |
| Familiarity with national employment programmes (e.g. Get Britain Working). | X | |
| Strong understanding of supported employment models (IPS, SEQF) and inclusive employment strategies. | X | |
| Knowledge of programme operations, performance management, and DWP compliance. | X | |
| Understanding of financial management, including budgeting and funding processes. | X | |

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| Awareness of safeguarding, MAPPA, GDPR, and public protection protocols. | X | |
| Insight into barriers to employment and labour market dynamics | X | |
| Strong organisational and project management knowledge. | X | |
| Knowledge of Somerset's local economy and labour market challenges. | | X |
| Experience | | |
| Proven experience in leading employment support programmes and managing contracts. | X | |
| Experience managing teams and commissioning external providers. | X | |
| Experience working with vulnerable groups and delivering inclusive services | X | |
| Experience in partnership working across public, private, and voluntary sectors. | X | |
| Experience managing funding, claims, and performance outcomes. | X | |
| Experience delivering projects to plan and achieving milestones | X | |
| Experience in planning and delivering stakeholder engagement events and meetings. | | X |
| Experience in analysing data and producing performance reports via MIS systems. | | X |
| Awareness of Somerset Council policies (e.g. Safeguarding, Health & Safety, Wellbeing, Equalities, GDPR). | | X |
| Qualifications / Registrations / Certifications | | |
| Degree-level qualification or equivalent experience | X | |
| Qualifications in supported employment or careers guidance (e.g. IPS, SEQF, IAG/CIAG). | X | |
| Evidence of continued professional development. | X | |

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| Postgraduate qualification in management or leadership (e.g. MBA, CMI Level 7). | | X |
| IT qualification (e.g. ECDL, Microsoft 365 or equivalent). | | X |
| Willingness to undertake further training relevant to this role. | | X |
| Skills | | |
| Strong leadership and team development capabilities | X | |
| Excellent communication, stakeholder engagement, and partnership-building skills. | X | |
| Ability to interpret and analyse performance data and produce evidence-based reports | X | |
| Financial acumen and IT proficiency, including use of MIS and reporting systems. | X | |
| Strategic thinking, problem-solving, and ability to manage competing priorities. | X | |
| Working Conditions | | |
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| Dimensions of the role | | |
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| Working Arrangements | | |
| Somerset Council's Dynamic Working Strategy will be applied to this position. | | |
| Corporate Accountabilities | | |
| <p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p> | | |

Date: 13/11/2025