**Job Profile**

**NEA Operations Supervisor**

**Grade I**

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| **Group:**  Communities and Environment |
| **Location:**  Civic Centre |
| **Service:**  Economic and Housing Growth |
| **Line Manager:**  Employment & Enterprise Services Team Manager |
| **Car User Status:**  Casual |

**Job Purpose**

Supervise the performance and delivery of the Department for Work & Pensions New Enterprise Allowance contract in order meet contractual targets and obligations for the Gateshead Trading Company.

The key measures of success for this post are: minimum performance levels; minimum service levels; key performance indicators; contract compliance; customer and stakeholder satisfaction

**The key roles of this post will include:**

1. Support the Team Manager in the delivery of performance and quality targets across the North East, including supervising a team of contract and direct delivery staff on their behalf.
2. Support and performance manage subcontractors within the North East supply chain in order to meet contractual targets and obligations.
3. Design, create, implement and maintain systems and processes, including financial, to meet compliance and contractual requirements.
4. Create, build and maintain relationships with key stakeholders including DWP and Jobcentre Plus.
5. Ensure clerical and electronic records meet compliance, audit and contractual requirements.
6. Ensure outcome evidence and claims submitted to DWP for payment meet contractual requirements.
7. Prepare reports, manage budgets and submit monitoring returns as required.
8. Such other responsibilities which are appropriate to the grade of the post.

**Knowledge and Qualifications**

# Essential

Knowledge:

* Local economic conditions
* National and regional enterprise, business and start up support
* SME business management and operations
* Interventions and activities to help unemployed people start a business
* Merlin Standard

Qualifications:

* NVQ Level 4 Information Advice & Guidance

Experience of:

* Supervising staff in an outcome-based enterprise contract/project
* Working to outcome targets in an enterprise contract/project
* Developing, implementing and performance managing operations across a range of service providers
* Partnership Working
* Working collaboratively with others
* Flexibility and effective communication skills

**Desirable**

Knowledge:

* DWP New Enterprise

Allowance Programme and/ or Welfare to Work Programmes

Qualifications:

* SFEDI accredited or equivalent experience
* Project qualification e.g. Prince 2

Experience of:

* Managing and/or supervising individuals working to self-employment outcome targets
* Meeting compliance and audit requirements
* Operating within a commercial and/or payment by results environment
* Supply chain management

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**Competencies**

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| **Self Awareness**  **Personal Effectiveness**  **Communication**  **Delivering Results**  **Joined Up Working**  **Improving Delivery**  **Motivating Teams and Individuals**  **Managing Team and Individual Performance**  **Managing Diversity** | Is self-aware, learns continuously and adapts behaviour in response to feedback.  Makes things happen, operates with resilience, flexibility and integrity.  Shares and listens to information, opinions and ideas using a range of effective methods.  Promotes customer focused service delivery. Plans and prioritises and learns from mistakes.  Promotes collaborative relationships with other services and colleagues in order to improve service delivery.  Seeks out the best way to deliver services, promotes innovation and learning and manages risks.  Creates the right environment for teams and individuals to perform at their best.  Gives clear direction and feedback to maximise performance.  Treats individuals with respect and consideration, takes employee policy and practice seriously. |