



Job Profile

NEA Operations Supervisor

Grade I

Group: Policy, Economic Growth and Transformation

Service: Economic and Housing Growth

Location: Civic Centre

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 to 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, Experience & 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/ DWP Provider Assurance Team

Experience

- 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
- Writing, presenting reports and complex information to a variety of audiences

Qualifications

- NVQ Level 4 Information Advice & Guidance or equivalent or willing to work towards

Desirable:

Knowledge

- DWP New Enterprise Allowance Programme and/ or Welfare to Work Programmes

Experience

- 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

Qualifications

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



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working