

Job Description

Job Title: Employability Manager

Accountable to: Strategic Lead

Base: This post is hosted by North Tyneside Carers' Centre on behalf of the regional partnership.

Responsible for: A team of Employability Advisors

Area of Delivery: North East Mayoral Strategic Authority (NEMSA)

Job Purpose

To lead, develop and manage a high-quality employability service for working-age unpaid carers across the North East Mayoral Strategic Authority area. The postholder will ensure the delivery of flexible, person-centred support that helps carers overcome caring-related barriers, build confidence and skills, and progress towards sustainable employment, education or training.

The Employability Manager will provide operational leadership, staff supervision, partnership development and performance management to ensure the service meets contractual targets, delivers excellent outcomes for carers, and maintains strong relationships with employers, training providers and local stakeholders.

Main Duties and Responsibilities

1. Service Leadership and Delivery

- Lead the operational delivery of the employability service across the North East, ensuring a consistent, high-quality offer for unpaid carers.
- Oversee the design, coordination and delivery of tailored employability pathways, workshops and interventions that support carers to progress towards work.
- Ensure the service is accessible, strengths-based and responsive to the diverse needs of unpaid carers, including those facing complex barriers.
- Maintain a strong understanding of local labour market trends, employer needs and training opportunities to inform service development.
- Manage and allocate referrals into the employability service, ensuring timely triage, appropriate distribution across the team and effective monitoring of referral pathways.

2. Staff Management and Supervision

- Line-manage a team of Employability Advisors, providing regular supervision, coaching, performance management and professional development.

- Support staff to deliver high-quality one-to-one and group interventions, ensuring practice is consistent, person-centred and evidence-based.
- Monitor caseloads, ensuring Advisors maintain accurate records, meet quality standards and achieve agreed outcomes.
- Foster a positive, collaborative team culture that promotes learning, accountability and continuous improvement.

3. Performance, Quality and Compliance

- Lead on monitoring, evaluation and reporting for the employability programme, ensuring all contractual, funder and organisational requirements are met.
- Track performance against engagement, progression and employment targets, identifying risks early and implementing corrective action where needed.
- Ensure robust safeguarding practice across the team, providing guidance and escalating concerns to the Safeguarding Lead.
- Oversee the quality of case notes, action plans and CRM data, ensuring compliance with GDPR, confidentiality and information-sharing protocols.

4. Partnership and Stakeholder Engagement

- Build and maintain strong relationships with employers, training providers, colleges, voluntary sector partners and statutory services across the region.
- Develop new partnerships that create employment, training and volunteering opportunities tailored to the needs of unpaid carers.
- Represent the service at multi-agency meetings, networks and strategic forums across the North East Mayoral Combined Authority area.
- Promote the employability service externally, raising awareness of carers' needs and advocating for carer-inclusive employment practices.

5. Service Development and Innovation

- Identify gaps, trends and opportunities to enhance the employability offer for unpaid carers.
- Lead on the development of new group sessions, digital resources, employer-engagement initiatives and innovative approaches to supporting carers into work.
- Contribute to funding bids, business cases and strategic planning to sustain and grow the service.

- Ensure the service remains aligned with regional priorities, including inclusive employment, skills development and economic participation.

6. General Responsibilities

- Model high standards of professionalism, integrity, openness and respect.
- Work flexibly, including occasional evenings or weekends, to meet service needs.
- Travel efficiently across the North East region.
- Undertake any other reasonable duties required to support the success of the service.

Person Specification

Qualifications and Training

Essential

- NVQ Level 4 (or equivalent experience) in Advice & Guidance, Employability, Social Care, Community Development or related field.
- Evidence of ongoing professional development.

Desirable

- Management or leadership qualification.
 - Safeguarding Lead/DSL training.
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Knowledge and Experience

Essential

- Significant experience delivering employability, advice, guidance or coaching support to people facing barriers to work.
- Experience managing staff, including supervision, performance management and professional development.
- Strong understanding of unpaid carers' needs, rights, benefits and the barriers they face when preparing for work.
- Experience of partnership or multi-agency working to support people into employment, training or education.
- Experience of managing targets, reporting outcomes and maintaining high-quality records.
- Knowledge of local labour market trends, employer engagement and recruitment pathways.
- Experience designing or delivering group sessions, workshops or training.

Desirable

- Experience working within the North East voluntary, community or social care sector.
 - Experience using Charity Log or other CRM systems.
 - Experience contributing to funding bids or service development.
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Skills, Abilities and Attributes

Essential

- Strong leadership skills with the ability to motivate, support and develop staff.
- Excellent relationship-building skills with carers, colleagues, employers and partners.
- Ability to analyse information, identify risks and make informed decisions.
- Excellent written and verbal communication skills, including report writing and presenting.
- Ability to work autonomously, manage competing priorities and respond proactively to challenges.
- High level of IT literacy, including Microsoft Office and CRM systems.
- Commitment to equality, diversity and inclusive employment practices.
- Ability to model resilience, professionalism and a positive approach to change.

Desirable

- Knowledge of regional employment and skills strategies within the North East Mayoral Strategic Authority.