

Job Profile Information: Job Hub Lead

This supplementary information for *Job Hub Lead* is for Job Level 4 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role purpose:

We want everyone in Camden to lead good lives, and we know that being in good work is a key part of this. We want Camden residents to be in work that makes use of and develops their skills, gives them a sense of purpose and contribution, and pays them a good wage – in order for them to lead the life they want to lead.

Whilst unemployment is at a record low level across the country, we know there are still residents who struggle to get into good work. In Camden, there are 10,000 residents out of work with one or more health conditions, 7000 of our tenants are unemployed, and 6000 households are in work but living in poverty. We want to support these residents to find work that works for them, through bespoke one to one support, career counselling, and relevant skill building and work preparation.

In order to do this, Camden Council are making a significant investment to expand the reach of our employment support to those that need it most. This investment is structured around a neighbourhood approach: working in depth with our communities to understand their ambitions and needs around work, and providing the holistic support they need to help them find and move into good work. As part of this, we are establishing a new Job Hub in the south of the borough (focused on Regent's Park ward) to make sure that residents can access support close to where they live, specific to the needs of their community and with connections with good jobs within the borough and beyond.

We're looking for someone to lead this new Job Hub. This is an exciting opportunity for someone experienced in supporting people into work to lead the development and delivery of a new neighbourhood Job Hub, in genuine partnership with the community. You will start by getting to know the community and existing local support services, listening to what they need, and building an employment support service that responds to this. With the support of other council officers, you will take what you learn about the community's needs to grow the team in the Hub, and connect with other relevant services to ensure that residents have access to a holistic service.

This role is a key part of the neighbourhood approach we are developing, to make sure we are delivering employment support in ways that work for our residents. This neighbourhood approach sits within a wider suite of activity we are undertaking to better support residents into work – including better networking our existing provision, increasing provision of job brokerage and in work support, and creating an inclusive

business environment in the borough that supports residents into good work. It's an exciting time to join this work in Camden!

Example outcomes or objectives that this role will deliver:

- Build strong local relationships and gain a deep understanding of the local community's needs with regard to employment and good work
- Translate this understanding into an offer to residents that helps them move into, and stay in, good work
- Grow and lead a team that can help deliver the support that will meet these needs
- Provide one to one and group support to residents to get into good work
- Raise awareness of the support available in the local community – develop and implement a resident outreach programme
- Connect with other relevant support services and organisations

People Management Responsibilities:

- You will build a team of up to 4 people who will report into you

Relationships:

- This role reports to the Employment Strategy Manager
- You will build strong relationships with council officers within Economic Development, the Neighbourhood Housing Team, and other service providers
- The role will also work with Directors and Head of Service within all three directorates.

Work Environment:

- In the first instance, you will co-locate with other service(s) in the local area

Technical Knowledge and Experience:

To be considered for this post, you should possess, and be able to demonstrate, all of the following:

- **You build great relationships:** you can build strong relationships with a wide group of people, and understand how to build different types of professional relationships – with residents, with service providers, with council officers, etc.
- **You are a great listener:** you are open and inquisitive in the way you listen to others, respecting and valuing their contribution, and asking great questions to gain deeper understanding

- **You are an experienced coach and advisor:** you have practical experience of supporting people into work, with a particular understanding of the challenges faced within disadvantaged communities and the expertise to advise of appropriate options. You have a minimum Level 3 IAG qualification, or other similar qualification or experience
- **You are strategic and know how to chart a course:** you have experience in leading projects, and translating insight into a strategic action plan. You know how to weigh up a range of different options, and take a decision for maximum positive social impact. You can inspire others around this course of action
- **You can build great teams:** you have experience in leading others, helping them to achieve their potential, and manage a sensitive and at times demanding workload
- **You are creative and comfortable in uncertainty:** you are excited to come up with new solutions to challenges you're presented with, identifying solutions
- **You are collaborator by nature:** you recognise that projects work best when they are a shared endeavour, and have experience in building strong partnerships with other services or providers to achieve shared aims
- **You take a wider view:** you have knowledge of the wider provision of support that is required to help someone into good work, and how to connect it around an individual's needs

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility