



Social Enterprise Kent

Job Description:

Operational Supervisor –

Let's Get Working Project

Reporting to: SEK Employability Project Manager

Work pattern: 37.5 hours per week based in Margate, but with travel across East Kent and the South East

Social Enterprise Kent

Social Enterprise Kent (SEK) is a Community Interest Company (CIC), registered with and regulated by the CIC Regulator. This means that all of our operational activities are guided by a commitment to maximising our positive social impact for our target market – local people, communities and businesses.

SEK has been operating for over 30 years, with the overarching vision of 'Improving Lives, Supporting Communities'.

SEK's founding objectives are;

- To provide support for people in areas of deprivation and for those that are most disadvantaged, to gain skills and employment
- To support the creation, organisation and management of social enterprises and small businesses, and to make this sustainable
- To support the regeneration of deprived areas in Kent through skills training and job creation activities

SEK supports those most in need. We work with people who are unemployed, have mental health needs, are experiencing social isolation, or those who need some support and training to help them improve their skills and prospects.

Our values include:

- We treat people with respect, promoting independence and growth
- We value quality and continuous improvement
- We keep things simple
- We have a positive attitude and a sense of humour
- We strive to be socially responsible

Context of the Operational Supervisor Role

SEK is in partnership with Sussex Community Development Association (SCDA), who have secured funding through the Big Lottery and ESF to deliver the 'Let's Get Working' project, which is focused on participants who have disabilities or long term health illnesses. SCDA, who are based in East Sussex, are the lead partner for this project with other consortium members including SEK and Royal British Legion Industries. The project will be delivering support to communities in East Sussex, Kent and Medway, with bespoke Hubs being created to provide intensive and ongoing practical employment support for disadvantaged people, empowering them to move into sustainable volunteering, education, training or employment.

The Let's Get Working project will develop, test, deliver and evaluate a way to provide support to people with disabilities or long term illnesses to access the labour market. The project brings together specific employability support with the principles and practices of social prescribing, using referral relationships with health and care professionals to offer personally tailored help to people to find and keep work, or move towards employment. Support will be offered in a context where we seek to deliver specific employment and wellbeing outcomes for individuals, as well as benefits for communities and the health and care system.

Job Purpose

The Operational Supervisor will oversee the day-to-day running of the Let's Get Working project, ensuring that the project is fully compliant with ESF/ National Lottery requirements, and that all specific SCDA processes and procedures are adhered to. The postholder will be required to support the LGW team by leading on audit and compliance activities. This will include monthly checking/ audit processes for all Participant files, and ensuring that financial and auditable information is provided by SEK on a monthly basis.

The postholder will work with the Employability Project Manager to support the preparation of monthly and quarterly returns to SCDA.

Main Tasks

Project Scrutiny and Audit Compliance:

- Work with all SEK specific staff to ensure that systems and processes that support LGW delivery are fully compliant with our funders requirements. Devise, develop and embed new processes as necessary.
- Establish excellent working relationships with SCDA staff and other delivery partners involved in the LGW project (eg. RBLI).
- Ensure that you maintain a detailed overview of the SCDA Partner Handbook, and that you have a thorough understanding of what changes are made to the operating systems, and how this impacts on project processes.
- Work with the SEK Employability Manager and Finance Manager to collate monthly and quarterly finance data relating to LGW project spend.
- Prepare reports on financial spend, Participant data, and other performance management requirements.
- General administration to include filing, photocopying and document scanning and uploading, as required.

Participant Audit and Scrutiny:

- Conduct monthly audits of all LGW Participant Folders, ensuring that all Participants are eligible, that all evidence provided by Community Connectors is appropriate, that engagement dates with Participants are effectively outlined, and that progress is fully evidenced.
- Provide Community Connectors with detailed feedback identifying what amendments or corrections are needed, or where there are omissions in evidence.
- Liaise closely with SCDA project staff and ensure that any actions relating to Participant monthly/ quarterly submissions are completed accurately and in a timely manner.
- Collate monthly/ quarterly reports, under the direction of the Employability Project Manager, in relation to participant engagement and project outputs and outcomes.

Line Management Responsibilities

- Provide line management support to the SEK LGW Community Connectors.
- Work with other project specific volunteers who are supporting the LGW project.

EQUAL OPPORTUNITIES & SUSTAINABILITY

Social Enterprise Kent is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies. Additionally, the LGW project has specific Actions Plans for Gender Equality and Sustainability, and these cross-cutting themes are embedded within the project delivery. The postholder will need to ensure that their working practice responds to the requirements of these plans.

HEALTH AND SAFETY

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SEK health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

Please note: Travel around Kent and East Sussex will be required for this position. You must have a full driving licence and access to your own vehicle.

Person specification

	Minimum	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level 	
Experience	<ul style="list-style-type: none"> • Led on programme/ project audit, and compliance testing processes. • Supporting colleagues to understand audit and compliance requirements, leading to improved performance. • Line management of staff, and/ or volunteers 	<ul style="list-style-type: none"> • Experience/ understanding of working with ESF or other funding criteria. • Appreciation of coaching/ mentoring skills • Understanding of what motivates volunteers.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to deliver projects to specified deadlines. • Excellent written and verbal communication skills • Confident with figures • Excellent attention to detail and accuracy • Strong organisational and planning skills • Ability to update own knowledge • Able to adapt to changing priorities • Strong IT skills and ability to manage own workload. Competent with MS Office Word, PowerPoint, Excel 	<ul style="list-style-type: none"> • Experience of working with Salesforce CRM
Knowledge	<ul style="list-style-type: none"> • Good understanding of participant confidentiality and data protection. • Understanding of or willingness to learn about the needs of a wide range of socially excluded people. 	<ul style="list-style-type: none"> • Issues facing the social enterprise/ charity/ not for profit sectors
Personal Qualities	<ul style="list-style-type: none"> • Trustworthy • Committed to achieving • Customer focused • Able to maintain professional boundaries • Can do attitude • Flexible and motivated 	