

ROLE DESCRIPTION: Employment and Skills Manager

Reports to: Assistant Director
Customer & Community Engagement

Responsible for:

- Managing the delivery of the employability service for customers.
- Managing digital and skills training for customers.
- Leadership and people engagement within the Employment and Skills Team
- Responsibility for The Skills Hub.

Role purpose:

To be accountable for the effective delivery, development and management of the highest possible standard of employability related services across Karbon, supporting customers to equip them with the confidence, motivation and core skills that they need to make positive changes in their lives and move into education, training and ultimately sustained employment. Work closely to provide specialist support and advice for colleagues across the Directorate.

Provide leadership and management for the Employment and Skills Team responsible for delivering advice services to ensure innovative, customer focused, cost-effective services are designed, delivered, monitored and continually improved.

Act as a positive member of the Directorate Management team, encouraging collaboration across disciplines and embedding a culture that delivers results and service excellence, and promotes the Karbon values and brand.

Develop key relationships with internal and external stakeholders, delivering all activities in line with the Karbon Customer Experience.

Key responsibilities:

Leadership:

1. Contribute to the future direction and success of the Directorate through the delivery of employability related service provision as a member of the Directorate Leadership Team.
2. Provide effective leadership and management for people, creating an environment that enables everyone in the Directorate's Employment and Skills Team to perform at their best.
3. Develop and maintain key internal and external relationships with all relevant bodies, networking effectively with external organisations and partners in support of the Group's strategic approach to employability and the wider tenancy sustainment agenda.
4. Act as a role model for the Group's values and culture, developing and embedding a coaching style of leadership that engages people in the delivery of group-wide and team objectives.

Delivery:

5. Lead and manage a high-performing team delivering outcome-focused employability and skills services that support customers on their journey into work.
6. Design, develop, and implement Karbon's employability offer, ensuring it meets the needs of customers and aligns with strategic priorities.
7. Oversee the effective operation of the Stanley Skills Hub, delivering digital, skills, and employment support, and fostering strong partnerships.
8. Collaborate with internal teams to deliver targeted, customer-focused support and identify initiatives that enhance Karbon's employment and skills approach.
9. Build and maintain strong networks with external partners and organisations to maximise opportunities for customers.
10. Manage the Employment and Skills budget, ensuring effective monitoring and taking corrective action where necessary.
11. Identify and secure relevant funding opportunities to enhance service provision and sustainability.
12. Oversee the delivery of externally funded employability contracts, ensuring compliance and achievement of performance targets.
13. Set clear performance targets for customer outcomes and lead continuous service improvement through effective team management.
14. Ensure customers are well-informed about available services and how to access support to improve their employability.
15. Provide training and guidance to staff across the organisation on employability-related services and the role of the Employment and Skills team.
16. Act as a subject matter expert on employability, staying informed on trends and government policy, and representing Karbon in external forums.
17. Drive innovation and continuous improvement across all aspects of the employment and skills service.

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

Organisation wide:

18. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
 19. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
 20. Develop and implement operational policies and procedures for your services area/s to ensure compliance with current regulatory guidance, legislation and best practice.
 21. Ensure that services within the department fully comply with all organisational policy and procedures.
 22. Ensure that risks within the directorate's activities are identified, removed or minimised.
 23. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
 24. Responsible with the Management team for the effective supervision and utilisation of Group assets.
- Promoting the values of the Karbon at all times and demonstrating a high level of commitment to diversity and inclusion.
- Ensure that Karbon complies with all legal, regulatory and health and safety requirements.

The Employment and Skills Manager is a key member of the Customer and Community Engagement Leadership Team. Like all management roles, this position carries specific responsibilities and



delegated authority relating to financial oversight, operational delivery, regulatory compliance, and information security. These responsibilities may evolve over time as the organisation grows and develops.

PERSON SPECIFICATION: Employment and Skills Manager

E=Essential D=Desirable

Experience and qualifications:

- a. A strong record of demonstrable achievement, at management level in an organisation of comparable size and complexity to Karbon, in the delivery of employment and skills (E)
- b. Experience of managing significant technical and organisational change (E)
- c. Experience of working in partnership with stakeholders to deliver excellence (E)
- d. Experience of collaborating and working as part of an effective management team (E)
- e. Experience of research, analysis and report writing to present proposals and business cases (E)
- f. Track record of developing and sustaining effective partnerships (E)
- g. Educated to degree level or equivalent work experience (E)
- h. Evidence of continuing professional development (E)
- i. Recognised professional qualification in the field of housing or employability (E)
- j. Full, valid driving licence (E)

Knowledge:

- k. Knowledge of current and future challenges facing housing, government policy on welfare reform and welfare to work (E)
- l. Comprehensive working knowledge of money related services (E)
- m. Understanding of the relevant governance practices and issues relating to providing money, debt and benefit advice (E)

Skills:

- n. Leadership skills and the ability to coach, motivate and engage others (E)
- o. Ability to manage departmental budgets within tight controls (E)
- p. Ability to think strategically and gather data to support decisions (E)
- q. Ability to interpret and analyse financial information and complex data (E)
- r. Ability to identify and manage risks and make sound judgements, whilst not being risk averse (E)
- s. Ability to lead and manage a team of colleagues (E)
- t. Able to use technology to work in a modern office environment (E)
- u. High level of written, presentation and interpersonal communication skills (E)

Attributes:

- v. Transparent and open, acting with integrity and able to build high levels of trust (E)
- w. Committed to diversity and inclusion (E)
- x. Champions innovation and encourages ideas (E)
- y. Resilient and able to work under pressure (E)
- z. Collaborative and inclusive (E)
- aa. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E)