

Skills and Inclusion Team Leader

Level:	Grade 8
Team:	Social Investment
Line Manager	Social Inclusion Manager
Responsible for:	Skills and Inclusion Officer

About the Job

- Develop and implement new approaches and initiatives to tackle social and digital exclusion, improve life skills and provide access to digital equipment across the area of operation.
- Provide guidance and management support within the skills and inclusion team, to help tackle the key drivers for social and digital exclusion that could impact on customer wellbeing and tenancy sustainment.
- Develop and deliver digital communication strategies in relation to social and financial inclusion and employability across a range of media, in conjunction with the communications team.

You'll be trusted to

- Work with the Social Inclusion Manager, Procurement and external partners to maximise social dividend for customers and communities.
- Support wider initiatives to engage effectively with children and customers to enhance their skillset and deliver the workforce of the future.
- Contribute to continuously improving levels of customer satisfaction through the provision of services and programmes for customers of all ages
- Develop, manage and deliver an effective and flexible offer for customers to tackle digital and financial exclusion whilst meeting the needs of the business.
- Develop and maintain partnerships with internal teams and external organisations to ensure the effective delivery of initiatives for customers.
- Maintain existing external partnerships and establish new links with a wide range of organisations to help undertake digital, social and financial inclusion.
- Deliver services in a manner which supports the organisational brand, enhances and protects the organisation's reputation.
- Develop new approaches to reduce digital and financial exclusion across the areas of operation for customers of all ages including outreach to older people to get online and develop essential digital skills.
- Develop and deliver a programme to improve the financial, social and digital life skills of our customers.

- Oversee the administration and provision of the Digital Equipment scheme to support struggling customers and young people.
- Supporting the production of regular reports and deliver presentations including all aspects of team performance and customer satisfaction.
- Working to grow the digital footprint of the Social Investment service area both internally and externally across a range of platforms and media.
- Create regular performance updates on service delivery utilising internal systems as part of the Social Investment performance management framework.
- Develop and enhance the awareness of Social Investment and Housing services across various online platforms and within communities through the provision of effective services and attendance at various events or forums.
- Work to maximise social dividend from organisational contracts to the benefit of customers and communities.
- Regularly review all programmes delivered to ensure impact is maximised and value for money is delivered.
- Work with the Social Inclusion Manager to engage effectively with schools and young people to develop their skillset for the future and support health, wellbeing and community cohesion. And
- Undertake any other duties commensurate with the overall purpose of the job and grade.

Who you'll work with:

Internal: All Vico Homes colleagues.

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal skill characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 4 of the Regulated Qualifications Framework such as an HNC, Award, Certificate or Diploma at level 4 or equivalent in a relevant subject area.	✓		AF / CQ
Experience of managing the delivery of customer focussed services	✓		AF / I
Experience of working within a financial, social or digital inclusion setting with customers and/or with young people	✓		AF / I
Have effective leadership skills to be able to monitor progress and team performance	✓		AF / I
Clear presentation skills both verbally and written	✓		AF / I
Effective time management and organisational skills.	✓		AF / I
Experience of effective communication skills	✓		AF / I
Experience of Social, Digital and Financial exclusion challenges	✓		AF / I
Experience of effective partnership working with a range of agencies	✓		AF / I
Ability to obtain, analyse and present performance information	✓		AF / I
Detailed knowledge of relevant IT applications	✓		AF / I
An awareness of digital engagement techniques	✓		AF / I
Able to demonstrate an understanding of equality and diversity	✓		AF / I
Ability to motivate individuals and teams to achieve performance requirements and supporting the development of individuals when required.	✓		AF / I
Ability to empower and engage with people from all backgrounds and with differing levels of digital and financial capability	✓		AF / I
Occasional evening and weekend working to meet the needs of the service.	✓		I
Undertake a Disclosure Baring Service (DBS) check as required	✓		I
Valid UK driving licence with the ability to travel throughout the Vico Homes operating area as required by the business.		✓	AF / CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification