

### **GBSLEP outline role description and person specification**

<b>Job Title</b>	GBSLEP Growth Hub Manager (Skills, Training and Apprenticeships)
<b>Salary Band</b>	£45,426 - £56,779
<b>Grade</b>	6
<b>LOCATION</b>	GBSLEP, Baskerville House, Centenary Square, Birmingham B1 2ND/ Working from home  GBSLEP Growth Hub
<b>REPORTS TO</b>	Head of Skills with dotted line to Growth Hub Director

#### **JOB OVERVIEW**

GBSLEP is growing a team of exceptional individuals to deliver our planned Growth Hub (Skills, Training and Apprenticeships). The Hub's work will include promoting skills, training and apprenticeships to key sector businesses and supporting businesses through the associated process. An overview of the role includes:

- To manage the successful development and operation of the GBSLEP Growth Hub (Skills, Training and Apprenticeships) including Apprenticeship and Skills for Growth Hub staff.
- To be responsible for the successful delivery of contracted targets across a range of activities and funding partners, including GBSLEP itself
- To work closely with the Growth Hub (business support) to ensure a seamless client journey for businesses looking to access any part of the service
- To maintain high levels of client satisfaction, including developing or adopting a clear framework, of client feedback and advisor performance
- To ensure that all skills-focused business facing activities work effectively across the Growth Hub to avoid duplication and maximise the effective use of limited resources
- To be aware of the impact and value of interventions with businesses and individuals and where necessary commission external expertise to support this, e.g. evaluation, quality assurance and monitoring

To use the evidence and data from within the Skills and wider Growth Hub to feed intelligence back to relevant partners, influencing the design and shape of the support ecosystem

- To ensure apprenticeship and skills for growth promotional activities are scheduled and delivered.
- To develop research on market needs and stay abreast of changes to apprenticeship and skills policy.

- To engage with industry and other stakeholders in the LEP's apprenticeship and skills agenda.
- To engage with training providers, including apprenticeship providers.
- To Be responsible for the budget and it's effective planning delivery and delivery, with the support of finance professionals within the wider team
- To be financially and commercially astute and be aware and take advantage of new project and/or revenue opportunities where they are strategically aligned to the skills agenda
- To ensure a constant focus on value for money, with a service delivered within budget, hitting targets and with a clear evidence base for the impact and outcomes of interventions
- To provide policy, professional and executive support to the LEP Board and its sub boards
- Work closely with the Head of Skills to influence the apprenticeship and skills agenda to meet the needs of GBSLEP key sectors and employers
- To develop innovative approaches to apprenticeship and skills delivery and management to meet employer needs
- To develop a business focused and led model of apprenticeship delivery across the GBSLEP area
- To ensure maximum take up and appropriate use of apprenticeship funds (both levy and non-levy) to meet business needs and key sector priorities across the GBSLEP area.

#### LINE MANAGEMENT SCOPE

- ESF Project Manager
- Business Adviser (x2)
- Administrator
- Apprentice
- Matrix Management of the team of 3 Skills Advisors and 2 Apprenticeship Advisors with the GBSLEP Growth Hub Manager (Skills, Training and Apprenticeships)

## RESPONSIBILITIES AND DUTIES

1. Support the implementation of the GBSLEP Annual Delivery Plan and work with partner LEPs and the West Midlands Combined Authority to deliver the wider regional economic strategy.
2. Support the GBSLEP and West Midlands skills response to COVID-19, including the implementation of specific GBSLEP skills interventions to aid recovery.
3. Manage the development, implementation and day-to-day delivery of the Apprenticeship Hub from development to contract completion.
4. Manage and develop the Growth Hub (Skills, Training and Apprenticeships) staffing team.
5. Design and develop a Skills and Apprenticeship Hub strategy and delivery plan that feeds into the wider Skills Delivery Plan and outlines and highlights the strategic activity and interventions of the Hub.
6. Create and implement a series of interventions that feed into the Delivery Plan and expand the delivery of skills to meet the needs of local businesses while also responding to the economic impact of the pandemic on various target groups and communities across the GBSLEP geography.
7. Undertake research on the current and future apprenticeship and skills needs of employers and ensure that these are published in a range of accessible formats.
8. Ensure and monitor the correlation between skills interventions and growth
9. Ensure the work of the Growth Hub (Skills, Training and Apprenticeships) helps meet the overall GBSLEP skills targets
10. Ensure that apprenticeship and skills promotional activities are scheduled, delivered and evaluated to meet the needs of businesses.
11. Ensure that external requirements are complied with from a funding perspective – including the delivery of European Social Fund supported projects for the period until the end of 2023.
12. Assist businesses with their apprenticeship and skills queries; correlate these with improved business performance and growth
13. Work with the GBSLEP Executive Team to establish a rigorous approach to monitor and assess the impact of the Hub.
14. Develop a Steering Group with relevant lead partners that contribute to the support services provided through the Growth Hub Growth Hub (Skills, Training and Apprenticeships), thereby aiding the continual development of services and information exchange between partnerships and funded projects
15. Take accountability for the Growth Hub (Skills, Training and Apprenticeships) Risk Register, highlighting all risks associated with the delivery of the Hub, identifying and monitoring the implementation of mitigating actions.

16. Prepare and present reports, briefings and recommendations on key apprenticeship and skills issues and actions to the Head of Skills to facilitate executive understanding and decision making.
17. Prepare and present reports to key Boards and groups, including GBSLEP directors, Employment and Skills Board, Executive, and other stakeholders.
18. Work closely with other strategic organisations such as Black Country and Coventry and Warwickshire LEPs, the WMCA and WMGC.
19. Support the deployment of LEP funding in accordance with the LEP's finance and procurement policy and rules of grant - securing high quality legal and technical advice as required.
20. Lead on Growth Hub (Skills, Training and Apprenticeships) commissioning activities including events management.
21. Represent GBSLEP at apprenticeship and skills events, committees and steering groups as required.
22. Undertake other duties that may reasonably be required from time to time commensurate with the grade.

**THIS ROLE IS PART-FUNDED BY EUROPEAN SOCIAL FUNDS (ESF)**

## PERSON SPECIFICATION

Personal Attributes required	Essential (E) or Desirable (D)	Method of Assessment AF = Application Form; I = Interview T=Test C = Certificate
<b>Knowledge</b>	<p>Knowledge and understanding of apprenticeship and skills policy, processes and funding as well as associated qualifications (E)</p> <p>Understanding of Local Enterprise Partnerships (LEPs) and other strategic bodies. (E)</p> <p>Strong understanding of ESF compliance and other funding regimes (D)</p> <p>Understanding of the issues faced by businesses, especially in the West Midlands, as an economic consequence of the pandemic and the skills interventions that can alleviate these and create future growth. (D)</p>	<p>AF, I</p> <p>AF, I</p> <p>AF, I</p>
<b>Qualifications / memberships</b>	<p>Degree in relevant discipline or equivalent or substantial experience in related field. (E)</p> <p>Project management qualification (E)</p> <p>Evidence and commitment to continuous personal and professional development. (E)</p>	<p>AF, C</p> <p>AF, C</p> <p>AF, I</p>
<b>Work experience</b>	<p>At least 2 years' experience of working in an apprenticeship and skills support environment (E)</p>	<p>AF, I</p>
	<p>Experience of line management, leading and inspiring new teams. (E)</p>	<p>AF, I</p>
	<p>Experience of supporting private sector businesses with skills needs (E)</p>	<p>AF, I</p>
	<p>Experience of inter-agency/organization working (E).</p>	<p>AF, I</p>
	<p>Experience in an advisory/support capacity to senior figures. (E)</p>	<p>AF, I</p>
	<p>Experience of public sector commissioning and grant regimes (D)</p>	<p>AF, I</p>
	<p>Experience of performance management and achieving effective outcomes. (E)</p>	<p>AF, I</p>
	<p>Experience of working to strict deadlines and managing workloads in a demanding and intense environment. (E)</p>	<p>AF, I</p>
<b>Attitude / Behaviors</b>	<p>Ability to maintain productive and collaborative working relationships at senior and operational levels.</p>	<p>AF, I</p>
	<p>Ability to lead and inspire staff</p>	<p>AF, I</p>
	<p>Ability to analyse and interpret complex and varied data and intelligence to prepare clear and concise reports, briefings and presentations.</p>	<p>AF, I, T</p>



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	Ability to manage, co-ordinate and process complex and competing workloads to tight deadlines	I
	Ability to work in a fast paced, busy working environment and to deliver high quality work product therein.	I
	Ability to communicate effectively, both verbally and in written form	AF, I, P
	Ability to professionally represent the LEP at external meetings/events.	I
	Ability to manage within pre-determined budgets and timescales	AF, I
	Ability to work on your own initiative or as part of a team.	AF, I