



JOB PROFILE

Post Title:	Career Access St Helena Manager
Portfolio:	Skills, Education and Employment
Responsible to:	Head of Lifelong Learning
Responsible for:	Career Access St Helena Support Officers
Grade:	Band E

Job Purpose

To improve the lives of all within our community and help the island thrive by managing Career Access St Helena [CASH], delivering a one-stop shop for career services and employment related resources and ensuring the delivery of high quality services and positive outcomes for the community on St Helena.

Main Duties and Responsibilities

1. Organise or support workforce development efforts for the Island and support other strategic priorities such as aligning careers education with the Sustainable Economic Development Plan and attracting St Helenians living overseas to return to the Island.
2. Facilitate improved employment outcomes for residents of St Helena, including but not limited to, individuals who are unemployed, individuals with disabilities, students and school leavers.
3. Develop and maintain strong relationships with employers from all sectors on St Helena. Serve as a member of the SHAPE board.
4. Coordinate and manage the day-to-day functions of CASH. Identify opportunities to improve or expand services based on feedback from customers. Participate in strategic planning related to the operation and future direction of CASH.
5. Lead efforts to advance key work- or career-related programmes including, but not limited to, working and volunteer holidays, promotion of opportunities for disabled individuals.
6. Work with Lifelong Learning colleagues to plan career-related educational activities informed by the Sustainable Economic Development Plan, Shortage Occupation List and employer needs.
7. Identify gaps in available career-related and professional development training and coordinate with other stakeholders to ensure courses are offered to address those gaps. Ensure calendar is maintained appropriately.
8. Develop a customer charter for CASH placement and workforce development activities and which, for example, sets timeframes for responses.



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9. Support Corporate Finance in identifying whether any CASH placement functions could be outsourced to the private sector in the future.
10. Ensure the development and maintenance of an appropriate CASH website. Develop marketing and information materials related to placement and workforce development services and ensure these are maintained and disseminated via the appropriate channels, including via the Public Service or CASH website.
11. Increase accessibility of information regarding open positions on St Helena, both to individual's on-Island and St Helenians living overseas
12. Implement processes and databases for individuals to register interest in casual ('as and when') work placements and for St Helenians overseas to submit skills and interest in receiving job lists. Facilitate access to database by employers. Ensure database is maintained appropriately.
13. Work with clients from a variety of different life circumstances, experience and skill levels to achieve positive employment outcomes. Undertake recruitment activity as needed e.g. interviewing candidates
14. Where necessary, develop and deliver (or identify appropriate instructor for) bespoke career-related or professional development training.
15. Provide mentorship, support and guidance to candidates in youth and work-placements through regular liaison and site visits.
16. Ensure that adequate and comprehensive personal and public liability insurance is in place for candidates engaged in any work experience or Sixth form of a technical or trade related nature.
17. Recruit and monitor the work of designated trainers for the candidates work and Sixth form Sixth Form programmes. Monitor the work of tutors who deliver training to candidates engaged in a work experience or Sixth form programme.
18. Undertake all people management activities, such as absence management, managing conduct, conflict resolution, conducting appraisals etc. and completing Manager Self Service (HR21) processes as required.
19. Provide leadership, management and development to support team members to perform their roles competently and achieve team objectives or targets.



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Special Conditions

Occasional out-of-hours working in order to meet the needs of CASH customers or to participate in relevant events (e.g. careers fairs, meetings, etc.). At a minimum, CASH services should be available one evening (after 4pm) per week and one Saturday per month. Flexibility to meet reasonable requests from customers or other stakeholders to meet out-of-hours when alternatives are not available is required.

This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Required Professional Competency standards met	ii
Planning & Delivery of Work: Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money. Recognises good performance and tackles poor performance. Ensures delivery against plan. Identifies information needs and ensures they are delivered in a timely and effective manner.	iii
Analysis and use of Information: Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii
Decision Making: Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions. Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines. Assembles available knowledge to ensure evidence based decisions.	iii
Working with Others: Informs, consults and influences others using a range of communication mechanisms.	iii



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Engages with others to gather information. Shares and implements good practice with others. Works with senior management and other stakeholders.	
Communication: Varies language and content to ensure understanding of audience. Facilitates understanding by explanation and example. Highlights key points for summary from detailed and complex documents.	iv
Influencing and Persuading: Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and individual needs. Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.	iii
Dealing with Change: Encourages employees to embrace and contribute to change. Presents the business need for change and can focus others on the positive aspects. Enables others to implement change. Anticipates obstacles to change.	iv
Continuous Improvement: Can describe what the future looks like in terms of service improvements and modernisation. Motivate others to improve and develop their performance. Constructively challenges existing strategies. Sets SMART objectives for teams and evaluates them.	iii
Managing Resources: Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.	iv



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 4 or above qualification in a relevant subject – such as HR Management, Business Administration or Organisational Development etc. or equivalent level of demonstrable attainment or experience	E	√	
Qualification at Level 5 (e.g. CIPD, ILM, Project Management, Education or Degree) or equivalent experience or willingness to study	D	√	
Knowledge & Experience:			
Experience in a Human Resources or a related field (e.g. workforce development, career coaching, employee relations, education, logistics, employment services etc.)	E	√	√
Familiarity with recruitment processes and/or career education and professional development resources	E	√	√
Experience assisting individuals with finding employment, volunteer opportunities or developmental training	E	√	√
Experience working independently with limited direction, writing reports or business cases, building professional relationships, and working with a wide range of stakeholders	E		√
Experience of supervising a group of staff and overseeing the day-to-day running of a team	E	√	√
Experience of analysing and interpreting information to develop solutions or solve problems	E	√	√
Experience delivering skills assessments.	D		√
Experience developing or delivering career-related training	D	√	
Skills and Abilities:			
Excellent written and verbal communication skills. Can interpret policy and procedures	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to plan, manage and review tasks for team members	E		√
Excellent interpersonal skills, communicates professionally and develops constructive working relationships	E		√



PERSON SPECIFICATION

Excellent time management and planning and organisation skills	E		√
Able to support changes in service provision in a positive and constructive manner	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Is approachable and confident in developing team members to acquire skills and experience	E		√
Other:			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.