

Job Description

Job Title: Social Impact Manger

Responsible to: Partnership Director

Principal Contacts: Customer Support

Location: London – Responsible for one centre or location. Centres at Southwark, Stratford and Earls Court

Salary; Starting at £50,000.00 negotiable depending on skills and experience.

The purpose of the position

The SIM is responsible for ensuring successful engagement and development of community and partnership networks whilst supporting people into the construction sector. The role involves working with key partners to embed and deliver stakeholder and community based KPI's. The SIM will be responsible for delivering outstanding customer service and facilities at our centre.

Primary Responsibilities

Principle duties and responsibilities:

Partnerships

- Manage, support and deliver the overall partnership strategies required at the centre and establish effective communication channels with key stakeholders.
- Develop and manage the reporting skills strategy and diversity and inclusion strategy in line with partner and stakeholder requirements (KPIs) and sustainability/social and economic plans.
- Lead and support the centre to build effective communication channels with local employers to understand their needs and requirements.
- Lead the development of ongoing community engagement with established community networks, sub communities and less formal networks through a programme of communication channels, virtual (e.g. zoom meetings) and/or face to face engagement that engages with people within their communities.
- Understand the needs of the local stakeholders and community
- Developing and implementing communication and engagement strategies and plans engaging with all stakeholders, the local community, customers and the general public.

Centre Priorities

- Responsible for leading initiatives to inspire the community and promote construction
- Responsible for the overall customer services experience at the TSC Centre and implementation of improvement strategies
- Responsible for communication with stakeholders for site locations, internal and external delivery space, updates and changes.
- Responsible for the leading changes to the site facilities
- Responsible for ensuring the Health and Safety strategies in conjunction with the Health and Safety Manger.

Reporting

- Responsible for the overall reporting of the agreed KPI's to the board and stakeholders.
- Responsible for reporting learner success and achievements to partners, stakeholders and the board.

Key experience, knowledge and skills

- Experience of managing a complex and diverse team
- Experience of partnership working.
- Experience of creating and delivering KPI's that meet the needs of partners and stakeholders.
- Good working knowledge and understanding of the construction industry.
- Experience of designing and delivering engagement strategies for partners, stakeholder, learns and the wider community.
- Experience of stakeholder engagement activities.
- Knowledge of apprenticeship and AEB systems, legislation and regulations, together with a working knowledge of post-secondary education.
- Knowledge of construction trades, clients and a working knowledge of trends in the industry
- Excellent understanding of S106 requirements

Qualification and training required

- ILM or equivalent Management Qualification (substantial experience will be considered)
- Senior experience of stakeholder and partnership working

The Skills Centre is committed to Safeguarding and promoting the welfare of children and safeguarding checks will take place. The role is exempt from the Rehabilitation of offenders Act 1974 and the amendments to the exemption order 1975,2013,2020 and an enhanced DBS check will be undertaken for the role.

We aim to be an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Strategy 1: Inspire the community and young

Aim: Improve access to opportunities for all and attractiveness of careers for local residents

1. **Access to all:** Support access for all industry to operate a more inclusive culture to encourage new entrants at every stage of their career and retain skilled workers
2. **Attractive Career:** Make construction an attractive career sector of choice through better development, delivery and showcasing of the career development opportunities our varied industry offers
3. **Inspire the young:** Improve links with schools and encourage residents into T Levels, apprenticeships and direct employment in the construction sector
4. **Pathway to higher degree:** Improve links with FE/HE to support local residents into advanced technical and management positions

Strategy 2: Routes to construction

Aim: Boosting all routes to local industry jobs for local residents

1. **Employer Driven:** Programmes driven by local employers and opportunities including the design, material donation and key staff involvement all with the aim to provide the route to their industry jobs
2. **Improved Quality and Industry Experience:** Training programmes high on quality and engaging learner experience with a large focus on practical industry experience
3. **Free access to local Construction jobs:** Open access to all local construction jobs with free advice and guidance on route into the job
4. **Remove complex barriers:** Robust construction training programmes focusing in progressing diverse end user groups including lone parents, females and ex offenders to local construction opportunities.

Strategy 3: Apprenticeships

Aim: Build and deliver outstanding apprenticeships for the local industry needs

1. **Local industry demand:** Delivering apprenticeships linked to current and future demand of local construction projects and local employer need.
2. **Outstanding Quality Training:** Focusing on delivering high quality apprenticeships by providing a five star apprenticeship experience, outstanding teaching and learning
3. **Zero Harm:** All staff have a zero-harm culture to health and safety/safeguarding providing behavioural change to both apprentice and employer a safe environment
4. **Mentorship and Coaching:** Embed and train local employers with the key coaching skills to unlock local talent into the workforce

Strategy 4: Upskill the workforce

Aim: Shift the focus of local employers to develop competence through its workforce and drive cultural inclusive change in the sector

1. **Higher technical qualifications:** Develop and deliver L3 and above qualifications to support higher technical skills within our local employers workforce.
2. **Modernise:** Develop competence based trade programmes linked to developing operatives digital skills by providing learning online and utilising online assessment programmes
3. **Diversity and Inclusion:** Embed diversity and inclusion training into competence framework to provide a positive step change to the construction sector culture
4. **Health and Safety:** Increase local health and safety training to improve health and safety standards and practices for local employers

Strategy 5: Future Skills

Aim: Upskilling and reskilling in the skills that is required to transform the industry and provide more local opportunities for residents.

1. **Net Zero:** Our centres become flagship showcase for net zero skills and products
2. **Greening Construction:** The business provide the skills net carbon targets through retrofit, new build and construction operations
3. **Digitalisation:** Deliver skills to embed emerging innovations and digital technologies to improve efficiency, productivity, sustainability and building safety
4. **Modern Methods of Construction:** Research, develop and deliver skills programmes linked to TFL housing programme