

Role profile

Job Title:	Project Officer - Skills	Grade:	10
Department:	WLA	Post no.:	06843
Directorate:	Chief Execs	Location:	Perceval House

Role reports to:	Economy and Skills Manager
Direct reports:	None
Indirect reports:	

Job description

Purpose of role

This role is hosted by West London Alliance (WLA). WLA is a sub-regional local government partnership between the seven West London local authorities of Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow. WLA aims to build a more inclusive, more productive, more resilient, and more influential future for West London. We work across borough boundaries to deliver improvements for everyone that lives, works, learns, visits, and invests in West London.

The post holder will support the successful delivery of the new West London sub-regional sector focused activity programme, funded by the Greater London Authority (GLA). This programme has been designed to enable delivery of the GLA's skills priorities as set out in the Inclusive Talent Strategy. The programme will also enable us to deliver on West London's Local Skills Improvement Plan (LSIP) 2 recommendations.

The overarching aim of the programme is to help more West Londoners to progress into and within employment in priority sectors of the economy, increasing individual prosperity and ensuring that West London employers have the talent pipeline they need to succeed. An effective skills system and clear pathways into, and within, priority sectors are critical to addressing the issues faced by resident jobseekers, learners, employees and local businesses alike. Through this sector-focussed activity, we will work with key partners to support priority sectors with targeted interventions, as well as looking at key cross-cutting themes that affect all sectors, for example, essential skills (also known as soft/transferable skills) and English language as a barrier to employment/progression.

The role will be based within the Economy team in WLA and out of Ealing Council. The Economy Team is managed by the Assistant Director, Economy, and is made up of c. 10 colleagues delivering across Infrastructure, Net Zero, Digital, Skills, Investment, etc. The post will be managed by the Economy and Skills Manager and the post holder would be expected to work from the office at least one day/week, as well as attending events across London as required.

The role requires outstanding relationship building and management skills, with the ability to facilitate efficient, trusting partnership working between Local Authority colleagues and other key partners. The project officer will have strong communication skills and be confident working alongside a large group of diverse stakeholders. They will use their skills to persuade and motivate stakeholders to 'come on the journey' to deliver the best outcomes for West London residents.

The post holder will be knowledgeable (or interested in learning about) the skills and employment system and current policy.

Key accountabilities

- To support the sub-regional sector hub and the hub coordinator with general day to day administration as required.
- To establish excellent working relationships with colleagues both internally and externally to facilitate effective delivery of the programme. This includes GLA colleagues as the programme funders.
- Develop an in-depth understanding of the pan-London sector hubs programme run by the GLA, including the newly created sector Boards. This knowledge will be essential to ensuring delivery across London is coordinated, efficient and consistent.
- To regularly update the West London Skills and Work Finder website, with key sector information, including details on events, training courses, useful resources etc.
- To work with colleagues to deliver regular output of social media content focussed on supporting residents to learn more about priority sectors and how to find training and jobs in these sectors.
- To organise and manage a variety of events both independently and in partnership with key partners. These could include jobs fairs, careers events, sector spotlight sessions.
- To work across 3 skills programmes, joining up where appropriate with 'No Wrong Door' and 'Youth Integration Network' programme colleagues to support delivery that is relevant to all programmes.
- To coordinate the delivery of our priorities on cross-cutting themes in the skills system:

- act as a 'Single Point of Contact' (SPOC) for ESOL (English for Speakers of Other Languages) in West London and establish borough provider forums to support improved coordination, efficiency and delivery of the right ESOL courses, in the right place, at the right time.
- Continue to develop the ESOL provision map for the sub-region.
- Develop a pipeline of ESOL tutors through promotion of appropriate qualifications to our residents.
- Use this system efficiency/network building work to support effective delivery of vocational ESOL tuition in priority sectors, leading to an increased number of residents able to access work in key sectors.
- Work with a wide range of partners including West London Careers Hub, Skills Builder Partnership, West London Business and employers, and with WLA's Digital team, to embed a coherent, consistent approach to essential (soft/transferable) skills, and digital skills.
- Identifying strategic and policy matters as they relate to skills support, seeing the 'bigger picture', spotting opportunities for joint-working/collaboration.
- Supporting the Economy Team in working with the Economy and Skills Board and Strategic Directors of Economy and Place Board as required.
- Work with participating West London boroughs to ensure all boroughs participate fully in, and benefit from, the West London Skills programme.

Stakeholder Management

- Build positive relationships with key stakeholders.
- Proactively engaging stakeholders, supporting them to get involved with work streams. This will include all types of stakeholders from small community organisations, all the way to large organisations and senior public, private and voluntary sector leaders.
- Stakeholder mapping and development of stakeholder engagement plan to enable successful delivery of the project.
- Extensive cross-organisation working with GLA, other Local Authorities and London Councils as relevant/required.

Project Management

- Clear and achievable project plan to deliver on ESOL objectives efficiently.
- Support sector hub coordinator to track KPIs, budget and manage risks.
- Contribute to quarterly GLA reports and as required, West London Skills and Employment Board papers, with the opportunity to present at these Boards to senior stakeholders, including Leaders and Chief Executives.
- Mapping of project benefits, including developing case studies, to be included in quarterly reporting to GLA and Skills and Employment Board.

- Work alongside sector hub coordinator on budget setting process for future years of programme delivery.
- Delivery of high-quality regular events for stakeholders, working with partners and independently.

Policy and research

- Develop a working knowledge of the existing policy and delivery landscape, including the GLA's Inclusive Talent Strategy aims and sector hubs programme; the pan-London Local Skills Improvement Plan (LSIP) recommendations and workstreams and the West London LSIP Annex recommendations and workstreams
- Support the sector hub coordinator to research and map skills gaps and local training provision for particular sectors or types of roles
- Use feedback from stakeholders to help refine and improve the project, making adjustments as required.
- Use learning from year 1 of delivery to draw together proposals for future years of delivery, and recommendations for sectors, including pan-London work.
- Outside of the sector hub Programme, support and develop the wider skills programme, working with colleagues to plan and deliver joint workstreams efficiently and to the highest standard.
- Seek ways to improve programme delivery through research and discovery of existing best practice in London and beyond, ensuring the best outcomes for our residents.
- Provide expert input on strategies, policies, models etc. that the wider skills/economy team may be working on where relevant.

Represent the West London boroughs at internal and external meetings, forums, conferences and events related to skills, and deputise for the sector hub coordinator or other members of the WLA Skills Team as required.

Key performance indicators

- Meeting targets within personal action plans
- Contributing to successful delivery of service objectives and the team plan/strategy

Key relationships (internal and external)

- WLA Local Authorities
- GLA
- Further Education (FE) colleges
- HE institutions (Universities)
- Independent training providers (ITPs)
- Voluntary sector partners and agencies
- Employers

- West London Business
- Other London sub-regional partnerships
- London Councils
- Commissioned providers e.g. Shaw Trust
- Central Government (DWP/DfE)

Authority level

- No direct line management, however will work closely with sector hub coordinator on management of programme budget, and will lead on defined workstreams within the programme.

Additional Requirements

- n/a

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Knowledge/interest in skills and employment support system and policy, including ESOL.
2. Effective communication and negotiation skills
3. Ability to write reports and analyse data
4. Effective presentation skills
5. Excellent organisational skills to manage projects
6. Ability to manage and prioritise own workload to meet specified deadlines and targets
7. Ability to work independently
8. Ability to build strong working relationships with multiple stakeholders at a senior level.

Essential qualification(s) and experience

1. Experience of working in and/or with the skills system, or Local Government
2. Strong background of delivering successful projects/programmes
3. Proven negotiation and influencing skills

4. Experience of working within a team
5. Experience of engaging with a wide range of stakeholders
6. Experience of report writing and undertaking effective presentations
7. Current experience of using computer software e.g. extensive use of word processing, spreadsheets/databases and presentation software.
8. Relevant degree, professional qualification or equivalent, or substantial relevant experience
9. Evidence of continuous professional development.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards