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# Workforce Manager

## About Social Finance

We are an ambitious not for profit organisation that partners with governments, service providers, the voluntary sector and the financial community. Together, we find better ways of tackling social problems in the UK and globally.

Since we started in 2007, Social Finance has helped to pioneer a series of programmes to improve outcomes for individuals with complex needs. Our innovations, including the social impact bond model, have mobilised more than £500 million globally. We have sister organisations in the US, Israel, the Netherlands and India and a network of partners across the world.

## What we do

Our unique method combines financial analysis, data science, service design, and social issues research. We focus this expertise on understanding the needs of service users and working with communities to create new responses to challenging social problems.

We develop models, products and services that are pragmatic and have the scope to drive systemic change to improve people's lives. In the UK, we focus on issues such as homelessness, domestic abuse, mental health, learning difficulties, loneliness and vulnerable children on the edge of the care system. We also look to improve equity for marginalised communities in social services. Internationally, we design outcomes-based models for issues such as maternal and neonatal health, education and employment.

## Our values

Everyone at Social Finance believes that change for communities is possible. To help us achieve it, we have three core values that guide everything we do. We are [curious, empathetic and pioneering](#).

## The team

IPS Grow is a national programme designed to support the expansion of Individual Placement and Support (IPS) services in mental health, primary care, and drug and alcohol teams across England. The programme is led by Social Finance in partnership with the Centre for Mental Health. It is funded by NHS England and Improvement (NHSE/I), the Department for Work and Pensions (DWP), and the Office for Health Improvement and Disparities (OHID).

Subject to funding award, we are recruiting an IPS Grow Workforce Manager to oversee the workforce stream. This role will ensure the effective recruitment, onboarding, and training of IPS Employment Specialists across various regions and provide leadership to the workforce development team.

## The opportunity

The Workforce Manager will play a crucial operational role in driving the expansion and enhancement of the IPS workforce across England. This role focuses on the effective implementation of recruitment, onboarding and training processes for IPS Employment Specialists, ensuring high-quality training support and development. Reporting into the Head of Workforce and Engagement, you will lead a dedicated team, coordinate workforce activities and ensure robust data management. Your efforts will support the implementation of a comprehensive CRM system, manage a professional registration scheme, and the creation of accredited training programs, all while promoting the values of equality, diversity, and excellence in the workforce.

## Responsibilities

The key requirements of the role are:

### 1. Leadership and Management:

- Line manage the Senior Workforce Analyst and Senior Workforce Leads and task manage the activities of the Workforce Leads.
- Provide operational leadership and direction to the workforce development team.
- Ensure alignment of workforce development activities with IPS Grow's objectives and standards set by the Head of Workforce & Engagement.
- Conduct regular team meetings and provide guidance, support, and mentorship to team members.
- Lead on the development and delivery of a level 3 accredited qualification and apprenticeship framework for IPS, with support from Senior Workforce Leads.

### 2. Attraction, Recruitment and Onboarding:

- Collaborate with the Marketing Manager to develop and implement recruitment campaigns to attract prospective applicants to the IPS workforce, enhancing the visibility and appeal of IPS roles.
- Ensure high-quality recruitment processes for IPS Employment Specialists across regions.
- Collaborate with Workforce Leads and Senior Workforce Leads to develop and implement tailored recruitment strategies using the learning from recruitment efforts at a local level.
- Oversee the coordination and facilitation of onboarding activities for new hires, ensuring they are well-prepared to deliver high-fidelity IPS services.

### 3. Professional Registration, Accreditation, Training and Development:

- Lead the operational development, delivery and quality of comprehensive training programs for new IPS Employment Specialists (this includes e-learning modules and face to face training).
- Ensure ongoing support and mentorship for new hires during their first year.
- Monitor and evaluate the effectiveness of training programs and make improvements based on feedback.
- Support partners and key stakeholders to develop and manage a level 3 accredited qualification
- Lead the operational development and management of a voluntary professional registration scheme for the IPS workforce

- Track and monitor the learning and development of the IPS workforce
- Ensure compliance with professional standards and ongoing professional development requirements

#### **4. Quality Assurance and Data Reporting:**

- Support the adoption and implementation of a CRM system to manage workforce data across the country.
- Ensure robust data collection processes are in place for workforce related information.
- Conduct data analysis and reporting, providing insights to inform strategic decisions.
- Ensure that recruitment, onboarding, and training processes align with IPS Grow's quality assurance standards.
- Collect and analyse data related to workforce development activities, providing regular reports to the Head of Workforce & Engagement and wider Senior Leadership Team (SLT).
- Identify operational challenges and propose solutions to improve recruitment and training outcomes.
- Ensure data integrity and accuracy for workforce reporting purposes.

#### **5. Relationship Management:**

- Build and maintain strong relationships with local and national stakeholders, including NHS services and ICB Leads.
- Work alongside IPS Grow Regional Managers to align IPS Grow's support and delivery in terms of workforce per region.
- Collaborate with partners including Think Ahead, Centre for Mental Health and NHS England to deliver workforce projects.
- Act as a liaison between Social Finance and local services, ensuring alignment of goals and objectives.
- Attend and contribute to stakeholder meetings, sharing insights and updates on workforce development initiatives.

#### **6. Communication and Collaboration:**

- Work closely with the Head of Workforce & Engagement, Regional Managers and wider SLT to share best practices and coordinate efforts across regions.
- Contribute to internal and external communications, including newsletters, reports, and presentations.

#### **About you**

- **Leadership and Management Experience:** Proven experience in staff management including responsibility for supporting appraisals, development of staff, recruitment, performance management and where necessary processes such as grievance and disciplinary.
- **Extensive Knowledge of Workforce Development in Healthcare:** Proven experience of workforce development approaches, including education development and commissioning.
- **Experience of working with senior colleagues:** Experience in dealing with diverse partners and agencies (public, private and not for profit) at a senior level.

- **Recruitment Expertise:** Significant experience in recruitment processes, including interviewing, evaluating candidates, and making hiring decisions.
- **Training and Development:** Extensive experience in developing and delivering training programs, with a focus on adult learning principles and effective onboarding practices.
- **Commitment to Equality and Diversity:** Commitment to promoting equality and diversity in the workforce.
- **Project Management:** Strong experience in successful project management. Specific project management of implementing and managing CRM systems and managing a professional registration scheme is desired.
- **Relationship Management:** Strong interpersonal and communication skills, with the ability to build and maintain relationships with a wide range of stakeholders.
- **Data Analysis and Reporting:** Experience in analysing, interpreting, and producing complex and multiple reports.
- **Organisational Skills:** Excellent organisational skills, with the ability to manage multiple priorities, create project plans, and meet deadlines.
- **Problem-Solving Abilities:** Creative thinking and problem-solving skills, with the ability to quickly understand challenges and develop effective solutions.
- **Adaptability and Flexibility:** Ability to adapt to changing project needs and work effectively in a dynamic environment.

## Working at Social Finance

The fixed salary for this position is £56,500 per annum. Working for a mission driven organisation is more than just what we pay though, it's about our culture, our approach and what else we offer. [Read more about working at Social Finance.](#)

## Equality, diversity and inclusion

We actively encourage applications from under-represented and minoritised groups, including those with lived experience of the social issues we are working to address. We are an equal opportunities employer and support a range of flexible working options.

## How to apply

Social Finance are using [Applied](#), a platform developed by the Behavioural Insights Team, to record your application. Applied uses behavioural and data science to improve hiring decisions and minimise unconscious bias in the recruitment process.

You will be asked to respond to situational based questions which will allow you to express your ability. Your answer to each question will be viewed in isolation. Please therefore ensure there is enough detail in that single response, without any references to your other responses. NB: The selection panel will not have access to your CV, so it is therefore essential that you respond to each question fully.

Apply for this position using this link or by copying and pasting the address below into your browser.

<https://app.beapplied.com/apply/lceqcrgyvi>

**Closing date for applications: Thursday 29 August 2024 at 9am.**

If you would like more information about the role, please email [support@ipsgrow.co.uk](mailto:support@ipsgrow.co.uk)