



## PERFORMANCE MANAGEMENT PARTNER - (NATIONAL CITIZEN SERVICE)

Job details	
<b>Job title:</b>	Performance Management Partner
<b>Scale:</b>	Band 4
<b>Location</b>	Home Based – South West/South East
<b>Hours:</b>	35 hours (9 am to 5 pm core hours)
<b>Responsible to:</b>	Performance Manager
<b>Team:</b>	NCS
<b>Responsible for:</b>	No line management responsibilities
<b>Job Purpose:</b>	To manage the performance of the EFL Trust NCS Local Delivery Providers (LDPs) against contractual requirements and to develop and maintain a partnership which supports LDPs to meet minimum and baseline standards and other Key Performance Indicators (KPIs).
Main role and responsibilities	
1.	To work with the LDPs to ensure there is a robust recruitment strategy which includes the monitoring and management of key school/college relationships to ensure effective recruitment quality and volumes.
2.	Ensure LDPs have a suitable and robust participant engagement / keep warm plan which maintains the required retention rates.
3.	Ensure LDP recruitment and delivery staff are prepared and have participated in all the necessary training to effectively delivery the programme, refer any training issues to the Performance Manager.
4.	Monitor the quality of NCS recruiting events delivered by LDPs and support identified improvement initiatives.
5.	Support the LDP to develop and maintain a suitable staffing structure to support effective programme delivery.
6.	Work with LDPs to support and develop curriculum and activity timetable initiatives set by EFL Trust.
7.	The collation and assessment of information on recruitment and sign up numbers, including the use of Management Information / KPI reports in order to regularly review performance against contractual targets and plans.
8.	Meet regularly with LDPs to review progress against KPIs.
9.	Identify to the Performance Manager any under-performance instigating special measures and/or action plans as appropriate.
10.	Undertake quality assurance visits as per the EFL Trust Quality Assurance policy and further support LDPs with identified improvements.

11.	To attend, support and participate in regional supply chain meetings.
12.	To undertake any other duties and/or assistance as required by the line manager
<b>Special Requirements of the Role</b>	
13.	Regular regional and occasional national travel with potential for some evening and weekend working.
14.	Occasional requirement for over night stays.
15.	A suitable home office with broadband access
16.	This role is subject to a criminal records check.
17.	On-call responsibilities over the Programme delivery periods.

## Person Specification

	Knowledge	Essential	Desirable	Assessment Application Form/Interview
1.	Relevant degree or Project Management qualification.		✓	A
2.	The ability to understand contract requirements and communicate principles to contract holders.	✓		A/I
	Skills & Experience	Essential	Desirable	Assessment Application Form/Interview
3.	Experience of managing the performance of a Contractor delivering a similar community or youth based programme.	✓		A/I
4.	The ability to monitor performance through data analysis, investigative questioning, and the development of strategies to enhance performance.	✓		A/I
5.	Practical experience of managing information operating systems and the ability to interrogate data from a CRM system.		✓	A/I
6.	A proven track record of managing relationships and partnerships and the ability to challenge where appropriate.	✓		A/I
7.	Excellent communication skills including written, telephone and interpersonal skills.	✓		I
8.	Excellent planning and organisation skills.	✓		A/I

9.	Experience of working with Microsoft packages particularly Excel.	✓		A
	<b>Other</b>	<b>Essential</b>	<b>Desirable</b>	
10.	A commitment to supporting young people, and the principles of equality and diversity.	✓		I
11.	Examples of self-motivation and the ability to work on own initiative.	✓		I
12.	Excellent attention to detail.	✓		A
13.	A proven ability to work to under pressure to tight deadlines.	✓		A
14.	A sound understanding of Safeguarding and Health and Safety requirements in a community or youth work environment.	✓		A/I
	<b>Personal attributes</b>	<b>Essential</b>	<b>Desirable</b>	
15.	Passionate about people and have a genuine respect for views, talents and expertise of others.	✓		I
16.	Lead by example and act with integrity at all times.	✓		I
17.	Ability to innovate and inspire with a willingness to take calculated risks and challenge the norm.	✓		I
18.	Committed to continuous improvement, strive to deliver the best possible outcomes.	✓		I

#### **Safeguarding Statement**

EFL Trust is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.

#### **Equality Statement**

The EFL Trust is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity