

## Job Description

**Post Title:** Skills Delivery Officer

**Directorate:** Employment, Skills, Health and Communities

**Reports to:** Delivery Manager Skills Outcomes or

Assistant Delivery Manager – Skills Operations

**Direct Reports:** None

**Key Relationships:** Programme delivery providers including but not limited to colleges, universities, local authorities, private training providers, employers and Voluntary and Community Sector.

### Role Purpose

To provide performance management, support and monitoring of skills programmes to ensure the effective delivery of funding is delivered across the West Midlands Combined Authority Region. To include contract monitoring, relationship management and programme compliance.

The role will support a caseload of providers in meeting their delivery plans in line with the performance management framework and funding rules. This role will provide comprehensive performance management support for a range of contracts across the Directorate. The role involves regular attendance at provider premises to support effective partnership working and service delivery.

### Responsibilities

#### Communication/Engagement:

- Build and manage effective relationships with delivery providers including but not limited to colleges, local authorities, private training providers, employers and Voluntary and Community Sector. Act as the first point of contact for these providers.
- Completion of performance management reviews with providers to ensure contractual commitments are achieved.
- Communicating regularly and effectively with delivery providers, key stakeholders, and the wider Employment, Skills, Health and Communities directorate.

- Regularly attend provider premises to maintain visibility, strengthen working relationships, and ensure day-to-day operational requirements are being met.
- Work directly with delivery partners to support their compliance activities, monitor adherence to agreed processes, and provide guidance to ensure accurate and timely submission of all required documentation.

### **Performance Management/Compliance**

- Ensure that programmes are delivered in line with the requirements issued within the funding specification
- Work closely with the Quality and Standards Team and escalate risk and concern when required.
- Gather insights into provider performance including growth and underperformance and escalate any contractual disputes.
- Support in compiling and presenting performance information in monthly reports within set timescales.
- Support with monitoring performance of delivery providers (aligned to specific programmes) and associated activity.
- Work closely with the data team to ensure all internal reports are accurate and support the wider reporting requirements of the project and the WMCA.
- Use relevant data to ensure forecasting and KPI planning is in line with the delivery plan milestones.

### **Financial:**

- Accurately review data submissions to ensure eligibility and compliance of project expenditure to minimise irregularities and validate funding claims.
- Ensure that providers submit relevant data within set parameters in order to maximise funding opportunities
- Support with monitoring each provider's financial performance and contract spend against financial profiles.
- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

## Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable(D)</i>			<b>Assessment Method</b>		
<b>Experience</b>	E	D	App*	Int**	Other ***
Experience of a contract management, performance management and/or compliance role.	x		x	x	
Experience of working effectively with stakeholders to achieve and communicate shared goals	x		x	x	
Experience of working with skills and employability and other government funding processes, documentation and submitting funding claims.	x		x	x	x
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other
Knowledge of government funding streams, including skills, employment, and economy areas.	x		x	x	
High level numeracy skills inc. budgeting, data analysis, calculations, and trends.	x		x		x
Strong attention to detail including observational, analytical, and organisational skills.	x		x		x
Able to effectively communicate with both internal and external customers.	x				
Intermediate excel skills including formula understanding and ability to create and manage works books and sheets.	x		x		x
Advanced proficiency in other MS Office applications including the ability to write and edit reports and presentations, formatting charts and graphs, managing calendars and scheduling activity.	x		x		
Effective time management skills and ability to work independently as well as a member of a cross-functional team is essential.		x	x		
Delivery focus with ability to work to tight deadlines.		x	x		
Can exhibit the core values of the WMCA.		x	x		
An understanding of claim processes and management including financial and performance monitoring aspects.	x		x	x	

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage **Core Expectations**

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### **Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

### **Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

### **Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

### **Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

### **GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

**Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis