

ITT Norfolk Manager Salary: 35k Reports to the Director of Independent Travel	
-------------------------------------------------------------------------------------	------------------------------------------------------------------------------------

About HCT Group

HCT Group is first and foremost a social enterprise, creating value and supporting social justice in the communities we serve. We are committed to ensuring the mobility of the most vulnerable and marginalised in our society so that they can access jobs, education and services.

We generate our revenues from transport contracts won in the marketplace, delivering them to a high standard. We do this so that our profits can be reinvested into further transport services in the communities we serve, into training services for people who are long-term unemployed and into employment opportunities for people in deprived communities.

Our commercial success enables our community impact. At HCT Group, we believe that the best way to be a sustainable social enterprise is to be an effective enterprise.

We deliver a wide range of transport services – from London red buses to special educational needs transport, from social care transport to Park and Ride, from community transport to training.

Independent Travel Training Scheme

HCT Group's travel training project will offer early intervention to young people with special educational needs and disabilities (SEND) by providing travel training, enabling them to use public transport independently, reducing their reliance on specialist door to door transport and leading to greater social inclusion. We will provide assessment, practical training and advice to young people, support for parents and carers and a service to the local authority and its schools.

Job Summary

The role will develop, implement and manage a new travel training programme for Norfolk as part of HCT Group's Social Impact Bond. This is a new and innovative service, using a payment by results approach, and as such will be scrutinised by a range of stakeholders including Commissioners, Investors and Government funders. You will need to set up the programme, support the team to deliver, work with a variety of high level stakeholders and develop systems for monitoring performance and demonstrating impact in the long term.

Job Purpose

Key Responsibilities

Project Set up

Develop systems and processes aligned to the operating contracts:

- Contribute to the development of monitoring, recording and reporting systems for the Social impact bond partners
- Develop a referral process aligned to Commissioner training priorities and review regularly
- Review other TT programmes to ensure best practice and innovation
- Ensure reporting forms, policies and guidance on safe practice and quality align with contract requirements
- Support the implementation of the travel training assessment tool
- Ensure compliance to HCT's risk management, safeguarding and health & safety processes

Recruit & Train Team

- Develop the recruitment process including job descriptions, person specifications, adverts, recruitment timelines and interview questions
- Undertake relevant and appropriate checks (DBS, references) and recruitment follow up
- Develop and deliver a 'Travel Training' training course
- Develop and deliver a training programme for coordinators
- Develop and coordinate the training and induction programme to include: safeguarding, first aid, lone working, disability awareness, shadowing, and any other training as required
- Job risk assessment for staff
- Provide support and guidance on safeguarding best practice and support

Travel Training

- Regular monitoring and reporting to stakeholders on the progress of the service
- Development of impact measures and service evaluation
- Occasional spot checks, shadowing and risk assessments
- Review of referrals, including providing feedback on suitability and improvement measures

Stakeholder management / engagement

- Attendance at Stakeholder Steering Group, presenting on performance management and finances as required
- Develop and implement a stakeholder engagement plan with multiple audiences
- Promote the service to schools, parents groups, and other stakeholders
- Production of promotional materials, communications and marketing
- Attend community engagement / transition meetings / parent group meetings

Budget management and financial reporting

- Responsible for the management of the programme budget
- Regular forecasting and reporting to investor and funder

- Reconciling programme activity to payments
- Review payroll, sick leave and all HR processes

Manage the team

- Manage the coordinators, providing management support and oversight of the annual training plan
- Lead team meetings: for peer support, sharing good practice, policy updates, team building and communication
- Fulfilling the role of designated safeguarding lead
- Ensure a high quality working environment for the team

Skills & Experience:

- Experience of managing and delivering projects to deadlines with multiple stakeholders
- Experience of project set up, policy and systems development
- Strong communication skills across diverse audiences
- Logical with strong numeracy skills, with experience of managing complex budgets
- Experience of working with people with special educational needs and disabilities
- Experience of working with children and young people from diverse backgrounds
- Experience of carrying out assessment work and risk assessments
- Experience of developing and delivering training programmes
- Experience of working independently and planning programmes of work
- Experience of managing staff
- Excellent written, visual and verbal presentation skills, the ability to engage and inspire audiences