

Sport 4 Life UK Job Description

Job Description	
Notes	1. This job description is non exhaustive 2. This job description excludes the 'Person Specification', which can be found in the relevant Job Pack (if required) 3. Job descriptions are 'living' documents
Job Title	Employability Services Manager
Job Summary	The Employability Services Manager will lead the delivery and performance of Sport 4 Life UK's contracted employability services, ensuring high-quality support and positive employment outcomes for young people. The role will oversee the mentoring and employer partnerships functions, providing effective leadership and ensuring contracts are delivered in line with agreed objectives, budgets and quality standards. Working closely with the Operations Manager, the postholder will drive continuous improvement, strengthen stakeholder relationships and maximise opportunities for young people to progress into sustainable employment.
Accountability Areas	1. Contract Management & Performance 2. Employment Services & Outcomes 3. Employer Engagement & Partnerships 4. Quality Assurance & Continuous Improvement 5. LMA (Leadership Management Accountability)
Duties & Responsibilities	1. Contract Management & Performance 1. Lead the mobilisation, planning and day-to-day delivery of contracted employability programmes, ensuring agreed objectives, performance targets and contractual obligations are achieved. 2. Monitor contract performance, budgets, income forecasts and resource allocation, working with the Operations Manager and Finance & HR Manager to ensure effective, financially sustainable delivery and identify potential financial risks. 3. Oversee contract monitoring, reporting and evidence requirements, ensuring accurate, timely information and compliance with commissioner expectations. 4. Identify and manage operational risks, performance challenges and contractual issues, implementing improvements and escalating concerns where appropriate.
	2. Employment Services & Outcomes 1. Oversee the delivery of high-quality, person-centred mentoring and employability support that responds to young people's individual needs, aspirations and barriers to employment.

	2. Ensure effective processes for referrals, assessments, employability preparation, job matching, progression into employment and ongoing in-work support. 3. Work with the Mentoring Team Leader to manage caseloads, staff capacity and service performance, ensuring timely and consistent support for young people. 4. Promote collaboration across mentoring, employer engagement and wider operational services to maximise positive and sustained employment outcomes.
	3. Employer Engagement & Partnerships
	1. Lead employer engagement activity to develop meaningful employment, placement and progression opportunities for young people. 2. Manage the Employer Partnerships role, ensuring effective employer recruitment, relationship management, job matching and performance against agreed objectives. 3. Build and maintain strong relationships with employers, commissioners and delivery partners to support contract delivery and positive outcomes. 4. Work collaboratively with the Business Development team to strengthen employer partnerships, identify opportunities and support service development.
	4. Quality Assurance & Continuous Improvement
	1. Ensure employability services meet organisational quality standards, safeguarding requirements, relevant policies and contractual obligations. 2. Oversee the quality, accuracy and timely recording of participant data, case management information and supporting evidence. 3. Use performance data, feedback and quality assurance findings to identify improvements in service delivery, efficiency and outcomes. 4. Support the development and implementation of effective systems, processes and delivery approaches that respond to changing needs and contractual requirements.
General Duties	5. Leadership Management Accountability
	1. Provide effective line management, supervision and support to the Mentoring Team Leader and Employer Partnerships role, ensuring clear objectives, accountability and professional development. 2. Lead and develop a high-performing, values-led team, promoting collaboration, wellbeing and a positive working culture. 3. Monitor individual and team performance, addressing challenges constructively and ensuring effective use of staff capacity and resources. 4. Contribute to operational management meetings, organisational planning and performance reporting, working collaboratively with colleagues across Sport 4 Life UK.
	1. Uphold and reflect S4L's values

	2. Analyse and reflect on personal performance 3. Work collaboratively with all stakeholders, colleagues and partners in the development of strategies 4. Lead on your specific area of work's tactical strategies 5. Complete basic administrative duties 6. Work with, support and assist the wider leadership team with any other duties, as required 7. Follow and promote the health, safety and welfare of yourself and others at work in line with S4L 8. Promote equal opportunities at all times in line with S4L's Equal Opportunities and Equality and Diversity policies
Scope of Authority	1. Accountable to Operations Manager 2. Line management of the Mentoring Team Leader and Employer Partnerships Lead 3. Responsibility for monitoring and managing contracted employability service budgets, including financial performance and resource allocation, with expenditure and approval authority exercised in accordance with S4L's Scheme of Delegation.

Person Specification

Essential Criteria

Experience

1. Experience of managing employability, employment support, mentoring or other relevant services supporting people into positive employment outcomes.
2. Experience of managing contracts or funded programmes, including performance targets, reporting requirements and delivery obligations.
3. Experience of line managing staff, including supervision, performance management and professional development.
4. Experience of working with employers, delivery partners, commissioners or other external stakeholders.
5. Experience of using performance data and management information to monitor delivery and improve outcomes.
6. Experience of managing competing priorities, operational challenges and deadlines within a service delivery environment.

Knowledge & Skills

1. Strong understanding of employability services, employment pathways and the barriers young people may face when accessing and sustaining employment.
2. Strong organisational and contract management skills, with the ability to plan, prioritise and deliver against agreed objectives.
3. Ability to analyse performance information, identify risks and implement effective improvements.

4. Effective leadership and people management skills, with the ability to motivate, support and hold colleagues accountable.
5. Strong communication and relationship management skills, with the ability to work effectively with a range of internal and external stakeholders.
6. Good understanding of safeguarding, confidentiality, data protection and quality assurance within a service delivery environment.
7. Ability to manage budgets and resources effectively, working collaboratively with relevant colleagues.
8. Good IT skills, including the ability to use case management systems, Microsoft Office and performance reporting tools.

Personal Attributes

1. Commitment to Sport 4 Life UK's mission, vision and values.
2. A person-centred approach, with a genuine commitment to improving outcomes for young people.
3. Proactive, organised and solutions-focused, with the ability to work independently and use initiative.
4. A collaborative and supportive leadership style, combined with clear expectations and accountability.
5. Adaptable and resilient, with the ability to respond positively to changing contractual and operational requirements.
6. Commitment to equality, diversity, inclusion and continuous professional development.

Desirable Criteria

1. Experience of delivering government-funded or commissioned employment programmes.
2. Experience of working with prime contractors, subcontractors or multi-partner delivery arrangements.
3. Experience of managing employment programmes with outcome-based or performance-related funding.
4. Experience of developing employer partnerships and supporting young people into paid employment or work placements.
5. Experience of mobilising new contracts or developing new service delivery models.
6. Relevant qualification in management, employability, youth work, careers guidance or a related discipline.