# Role profile

* **Job title**: Programme and Strategy Manager – Refugee and Migrant Work and Skills
* **Grade:** Grade 9 (£46,464-£50,512) 2 year fixed-term role
* **Business area:** Public Service Reform Directorate
* **Reporting line:** Strategy Principal – Asylum, Migration & Integration
* **Team:** Public Service Reform

## Job Purpose

The postholder will have responsibility for leading the strategic development and delivery of a new programme of work in Greater Manchester: the Refugee Welcome Programme - Work and Skills. They will oversee programme development, commissioning activity, contract management and engagement and learning with Local Authority and voluntary sector provider stakeholders. As a member of the Public Service Reform team at the Greater Manchester Combined Authority (GMCA) this role will also be responsible for developing and driving relevant parts of the GMCA’s ambitious migration and inclusion agenda. This will include working to identify strategic and policy opportunities to improve how non-UK national residents of Greater Manchester are supported to settle, build skills and get into work.

The Greater Manchester Strategy (GMS) sets out an ambitious vision to ‘make Greater Manchester a place where everyone can live a good life, growing up, getting on and growing old in a greener, fairer, more prosperous city region.’ Core to delivering this is our Live Well approach – shifting our services and systems towards community-based help and support, in a way that prevents people reaching crisis, builds community power and addresses persistent intersecting inequalities. The Refugee Welcome Programme - alongside wider migration and inclusion activity – is an opportunity to embed these ambitions and approaches in our work with people seeking asylum and refugees.

The role holder will be responsible for the management and delivery of a programme of work and deploying and coordinating resources to ensure that project requirements and resource levels are fully identified. They will establish and maintain effective relationships with local authorities, national government, education/training providers, employers and voluntary sector partners to ensure that the programme of work is managed effectively, and wider system change ambitions are progressed.

They will draw on programme learning and stakeholder engagement to help drive forward a robust and ambitious approach to ensuring that all residents of Greater Manchester – no matter where they come from – have the opportunity to live well.

The post holder will work closely with the Strategy Principal for Migration and Integration and equalities and inclusion leads in the Education Work and Skills Directorate to ensure policy and delivery across the GMCA’s sectors and priorities are aligned and opportunities are maximised.

## Key working relationships

* Colleagues in the GMCA including homelessness and migration colleagues, work & skills colleagues, other policy teams e.g., digital, corporate services e.g. procurement, finance, legal.
* Local authority colleagues, specifically Asylum and Adult Skills leads.
* Voluntary and community sector organisations, migrant-led community groups
* Education and Skills providers e.g. Colleges, Universities
* Employment Support Providers e.g. Job Centre Plus, National Careers Service.
* Businesses ranging from SMEs to large corporates.
* Business support organisations and sector bodies
* Central government departments (DWP, DfE and Home Office)

## Key Responsibilities

1. Providing programme leadership, with a focus on the Refugee Welcome Programme – Work and Skills (RWP), engaging stakeholders, ensuring that project scope and objectives are clearly articulated and understood.
2. Proactively overseeing the delivery of programmes’ constituent LA- and voluntary sector-delivered projects across all ten boroughs, working closely with the contract monitoring team, ensuring they deliver quality and outcomes, effectively managing risk, gathering learning and taking appropriate action.
3. Developing and monitoring programme and project plans and supporting documentation and play a key role in developing and implementing clear governance arrangements, reporting against project delivery milestones across key stakeholders.
4. Leading the commissioning of products and services from initiation through to delivery.
5. Establishing, developing and fostering multiple relationships with stakeholders including GMCA and external colleagues in local authorities, voluntary sector partners, employers, training providers.
6. Analysing, interpreting and synthesising complex information from a range of sources to improve internal and external understanding of the opportunities and challenges for Greater Manchester’s non-UK national integration and inclusion agenda.
7. To contribute to the development and delivery of Greater Manchester’s migration and inclusion strategy.
8. Working with and providing policy support to colleagues within GMCA and Local authorities to maximise the impact of the RWP and migrant inclusion work across Greater Manchester.
9. To support and deliver the priorities and strategies of GM portfolio leads for migration and the Mayor of Greater Manchester.
10. To influence and act as a key adviser on the role that non-UK national integration and inclusion can play in the delivery of the Greater Manchester Strategy and mayoral priorities.
11. Supporting the development of devolution by participating in meetings with Government departments and the development of new projects as required.
12. Writing relevant reports and papers for GMCA and other governance meetings.
13. Deputising for Strategy Principal at meetings including chairing.

## General

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

**Experience and Knowledge:**

*Essential*

* Significant experience of working on issues related to employment and skills of underserved communities, *or* on migrant integration, ideally both and ideally in a local authority or voluntary sector setting.
* Experience of managing programmes and/or projects using programme/project management methodologies and techniques.
* Experience of working on programmes and/or projects with multiple stakeholders from different teams and/or organisations and cultures.
* Experience of working in policy and strategy development, analysing information and translating into actionable, suitable messages for key partners.
* An understanding of the needs of a wide range of adult skills, employment and voluntary sector stakeholders, specifically in relation to migration.
* Experience of working with local authority officers at a senior level.
* Highly computer literate
* Highly developed people skills, with strong political awareness
* Understanding of and commitment to diversity, inclusion and equalities agendas, specifically in relation to the experiences of non-UK nationals.

*Desirable*

* Experience of commissioning and/ or developing products and services, including working with employment and skills providers.
* Knowledge of appraisal, contracting and management of funding relationships
* Experience of production of high quality reports
* Experience of managing budgets and financial reporting
* Knowledge and awareness of the current opportunities and issues facing local government and the wider public sector.
* Understanding of, and experience of, working within local government
* Knowledge and understanding of national and regional employment and skills priorities including the skills challenges faced by businesses in key growth sectors

**Skills:**

* Highly developed problem solving and decision making
* Programme Management: able to define and manage through to implementation multiple, complex projects with significant business impact, and high-risk dependencies
* Strategic Thinking – evidence of thinking cross-functionally and cross-organisationally, beyond one’s own professional areas of specialism
* Planning and Organising – ability to translate strategic and conceptual thinking into tangible proposals and practical well-organized plans and to manage and implement interrelated projects, seeing the project through and ensuring that resources are maximised and outcomes are delivered.
* Analytical Skills – Ability to review and interpret research, evidence, policy and strategy and synthesise for a range of audiences in a range of formats.
* Effective Communication – A skilled communicator who exhibits integrity and creates rapport, trust and confidence. Excellent verbal and written communication skills.
* Creative Skills: Ability to think creatively and provide innovation solutions to problems
* Commissioning Skills: demonstrates sound business intelligence and understanding of the commissioning cycle with ability to identify commercially viable opportunities and secure value for money in product and service delivery.
* Financial Management: excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively.
* Demonstrates tenacity, energy and commitment to achieve desired results.
* Proven ability to influence and develop joint objectives with stakeholders and decision makers, and collaboratively achieve those objectives through partnership working
* Ability to work at a senior level in a complex environment building effective relationships with multiple stakeholders from different organisations and cultures, taking responsibility for ensuring commitments are followed through and impact delivered.
* Excellent written, IT and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*