

Job title:	Regional Manager South- 12 Month fixed term	Salary PA:	Competitive/Negotiable subject to experience
Location:	Regional- South	Function:	Operations
Reports to:	COO	Reports:	Team Leaders and Business Advisers

Company

Momentic Limited is an enterprise and business development company delivering self-employment support, business advise and coaching and growth solutions across a range of UK contracts through a blend of local frontline professional teams. Our services are more vital than ever before to individuals, businesses and their wider communities as we tackle unemployment rates, businesses stagnation and those who wish to challenge a career in enterprise as a life changing opportunity.

Delivery Programmes

The contracts the successful candidate will be working on are a variety of Enterprise, Justice and Business Growth related services across the South, and could expand in the future. These programmes give individuals enhanced support to find work or start a business in their local area or nationally. The programmes are designed to break down barriers that could be holding them back from finding work, or to help them consider self-employment as a realistic career path or grow their Business.

Momentic predominately works with Prime contract holders as a specialist delivery partner in most of these contracts and delivers self-employment support and outcomes. We work closely with the Commissioners, Funders, Prime organisations, Referral & Supply Chain Partners, and JCP/DWP/LA. These organisations will refer their interested/suitable customers for self-employment support to Momentic to deliver the Interventions as part of our core services or for services we will develop and the incubate as future best practice.

The Largest contracts within the current scope are the Restart scheme in the Southwest and South Central, which gives individuals who have been out of work for at least 12 months enhanced support to find jobs in their local area. The programme is designed to break down any employability barriers that could be holding them back from finding work and provides up to 12 months of tailored support for each Client. By working with Primes, local JCPs, and other partners we will deliver tailored support for individuals, into gaining sustainable self-employment. Restart will be the core service in the role, but our driver is to create a broader approach through the organisation's enterprise and business support expertise and portfolio of services.

These programmes form the basis to the next stage of our development and organisational growth, and we will further build upon its position to extend our provision across the UK.

The Role

Reporting to the COO the Regional Manager South is responsible for leading and driving multiple operational teams to achieve performance, sustainable outcomes and quality objectives in line with service level agreements & P&L requirements. Inspiring others through leadership skills to enhance team and Client positive outcomes is a strong skill set required of the successful candidate. The role is also a key role in the business, being the outward face of Momentic and leading on stakeholder relationships, partnerships and business development, with the support of the wider Momentic Executive and Management Team.

The Regional Manager will lead on operational implementation, development of our delivery models and establishing a range of contracts and services to run or oversee, supported by Team Leaders and teams Business Advisers

Momentic is the specialist delivery partner on Restart in these areas and will deliver all the contractual agreed self-employment outcomes and aim to deliver stretch targets, working closely with the Prime organisations

and all the end-to-end supply chain partners. The Primes and supply chain partners will refer their clients interested/suitable for self-employment to Momentic to deliver the Intervention that sees the clients into sustainable self-employment.

The Regional Manager will create an environment to inspire others through leadership skills to enhance team and Client positive outcomes. **Momentic has a 5-year strategic Growth Plan that looks towards a wider portfolio of services and opportunities. So, a strong strategic and operational objective is for the role to be extended and made permanent after the fixed term, through successful delivery and continued growth.**

Key Responsibilities

- Lead multiple operational teams in relation to quality, compliance to contract and performance
- Manage performance of Team Leaders and multiple teams of Business Advisers with the ability to understand the details of each individual's performance and implementing corrective action for underperforming areas
- Deliver performance in all key performance indicators (KPIs) across multiple locations
- Manage contact with key stakeholders at a regional and sub-regional level, maintaining a positive working relationship to ensure we receive sufficient client flows to deliver according to service level agreements
- Be a key contact for the Prime Contractors and End-to-End delivery partners, building strong relationships, continuously feeding back and reporting on performance
- As P&L owner, drive financial performance, set budgets, objectives and targets including all resource planning and cost control measures
- Motivate and inspire a team to develop and lead them in a way that is consistent with company values and business objectives, actively promoting a professional and diligent culture
- Lead, motivate and develop a team to continuously improve and increase their capability and deliver against quality, performance, and targets
- Undertake regular reviews with the team, prioritising those who are underperforming so that all individuals have the support and capability to deliver key performance indicators
- Ensure client service standards are understood and observed by your team to ensure all Clients are provided with the same high standard of service that maximises their chances of securing sustainable self-employment
- Ensure any complaints are handled effectively and professionally and follow the correct procedures
- Ensure systems and databases are maintained, reviewed and controlled in accordance with Momentic procedures and the Data Protection Act and deliver all required reports on time and to the required quality
- Ensure the team maintain paperwork and Client records to ensure the client journey is documented in accordance with our quality standards.
- Manage all client caseload and data to maximise income potential and ensure complete compliance, proactively identify and engage with complimentary resources and provision that would support and enhance the self-employment delivery in the region
- Manage day to day contact with senior stakeholders at a local, regional, and national level, maintaining a positive working relationship to ensure we receive sufficient client flows to deliver according to service level agreements
- Ensure the team maintain paperwork and Client records, including any CRM requirements, to ensure the client journey is documented in accordance with our quality standards.
- Drive growth of our business through pro-active stakeholder and partner development and identify opportunities for additional services, contractual provision and commissioner pipelines
- Effectively work to enhance Momentic's reputation with Combined Authorities, Local Authorities, HA's, JCP, and all key partners and stakeholders.

Person Specification

Experience and Qualifications

Essential:

- The ability to lead, motivate and manage diverse teams to achieve contractual, company and personal goals
- Ability to establish and maintain positive working relationships with several different internal and external stakeholders
- Sound judgement and decision making with the ability to communicate decisions clearly and diplomatically
- Ability to manage change and adapt to new situations and create buy-in across the wider team
- Commercially astute with considerable experience of P&L management with the ability to understand and decipher key financial drivers
- Considerable experience of leading teams in a multi-site operational environment. A proven track record of meeting demanding targets and deadlines both individually and via the management of a team
- Demonstrable experience of working in a target driven environment, experience of people management including developing, coaching, and managing underperformance in a client focused, results driven environment
- Understanding of the enterprise sector, experience of enterprise training needs and organisational needs analysis, translating these in to fit for purpose programmes and services
- Knowledge of Employment Legislation and Equality, Diversity, and Inclusion.
- Specific direct experience and a proven track record of managing DWP and JCP Contracts. Must have experience of leading Contract Performance Reviews with the Contract Commissioners
- Demonstrate an understanding of contractual compliance and provide financial and performance information to agreed specifications. Specific experience required of ensuring Contract compliance matched both to Contract Guidance documentation (e.g. Provider Guidance) and the submitted Bid specification
- A keen commercial awareness and understanding which is likely to have come from working in the private sector
- Strong leadership, influencing and new relationship building experience. Able to demonstrate proven and sustained success in delivery of financial and quality targets through others
- Able to demonstrate an understanding of relevant industry sectors
- Demonstrable and extensive knowledge of the key social media sites for small business along with good understanding of Microsoft office and web 2.0
- The ability to understand, add strong evidence-based influence, and articulate the objectives of a strategic plan and its objectives
- Be based in, and prepared to travel regionally and wider national geographies subject to business need

Desirable:

- Demonstrable experience and knowledge as a manager within a business operating start-up, self-employment and Enterprise services
- Ideally having previously ran their own business
- Business, Management & Leadership or similar Leadership qualification.
- Strong IT skills, detailed knowledge of the digital channels available to support business start-up
- Strong understanding of current and evolving communication, marketing and Information Technology systems to support the development of the company's infrastructure and to meet evolving customer and client need

Key Competencies:

- Integrity
 - Leadership
 - Results focused
 - Commercial acumen
 - Problem solving
 - Adaptability
 - Stakeholder management.
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Benefits

- Holidays: 25 days' holiday, plus all bank holidays in your first year of service, increasing by an extra day for each year of service up to a maximum of 30 days plus bank holidays
 - All travels expenses included
 - An Induction and Training programme.
 - In-house Health and Wellbeing support.
 - Pension Scheme – contribution of 4% from Momentic.
 - Enhanced Sickness, Maternity and Paternity pay following completion of the probationary period.
 - Laptop and mobile phone to allow remote agile working.
 - Every Momentic employee will be offered 1 day annually for community volunteering
 - Private Medicash Health service
 - Death in Service benefit
 - Cycle to Work scheme
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Equality, Diversity, and Inclusion

Momentic Limited is committed to applying equal opportunities at all stages of recruitment and selection, in line with its Equality, Diversity and Inclusion policy in addition to our duty under the Equality Act 2010 to have due regard to the need to eliminate discrimination; to advance equality of opportunity.

Momentic Limited is a Disability Confident Committed employer and as such, any candidate with a disability will not be excluded unless the candidate is unable to perform a duty intrinsic to the role, having considered reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.
