



**NORTHUMBERLAND CVA**

Supporting Communities, Enabling People

## **Bridge Worker Lead**

**37 hours week Salary; £30,451.00**

**Fixed term contract funded until June 2023**

**through the National Lottery and European Social Fund (ESF)  
as part of the Building Better Opportunities Programme**

### **The Bride Project:**

Bridge is an exciting employability project operating throughout Northumberland, funded by European Social Fund and the National Lottery Community Fund as part of the Building Better Opportunities Programme. Northumberland County Council and six voluntary and community sector delivery partners are working in partnership, in delivering the programme and supporting long term unemployed and economically inactive people. For more information, visit: <https://bridgenorthumberland.org.uk/>.

### **Background and Purpose of Post:**

We are looking for someone with successful and relevant experience of supporting the operational delivery of a BBO Employability Project, working closely with the Chief Executive Officer and Partnership and Performance Lead, driving performance to agreed targets and quality standards, ensuring underperformance is reported accurately and efficiently. You will co-ordinate processes for referral within agreed timescales, reporting to CEO and Partnership and Performance Lead regular non-compliance and advising on improvements.

It is important the successful candidate can work co-operatively and productively with Bridge partners to communicate changes in programme eligibility and compliance, ensuring that information is communicated accurately. The role is varied and demanding and you should be prepared to work under pressure to achieve outcomes and targets, prepared to support partner organisations and be able to work flexibly including some evenings and weekends to meet the project's needs. The post forms part of the Senior Management Team within Northumberland CVA, and involves some direct line management of Bridge staff.



## Job Description

**Responsible to:** Chief Executive Officer

**Working with:** Partnerships and Performance Lead  
Bridge Workers  
Support Workers  
Partners

### Main Duties:

- Working as a 'detached team leader', supporting Bridge Workers' caseload management through regular performance/caseload reviews/observations and beneficiary file management overview, ensuring quality assurance of all paperwork.
- Working with the Performance and Partnership Lead to drive performance to agreed targets, ensuring underperformance is reported accurately and efficiently, and ensuring accurate file management.
- Working co-operatively and productively with Bridge Workers, line managers and each partner to communicate changes in eligibility criteria and compliance, ensuring that information is meeting required standards and communicated accurately.
- Identifying performance issues, and supporting staff to address under performance, reporting to CEO and Performance and Partnerships Manager on regular non-compliance and potential improvements.
- Ensuring that Bridge Workers maintain paperwork and evidence to quality standards as required by the funder
- Regularly reviewing caseloads, to ensure all participants are attached to appropriate interventions and that interventions are running in parallel, where appropriate. Ensuring beneficiary file and electronic records accurately reflect ESF performance and compliance, ensuring quality is maintained and addressing non-compliance with the Bridge Worker, providing regular reports to Partnerships and Performance Lead
- Providing regular reports to Partnerships and Performance Lead and partners.
- Being the point of contact for queries from partners relating to ESF paperwork.
- Ensuring compliance with GDPR and safeguarding protocols.
- Representing Bridge at Operational meetings, ensuring actions are processed.
- Working collaboratively with all partners to ensure targets are met.
- Providing appropriate cover for colleagues as and when required.
- Working effectively as part of the wider team.
- Having access to transport and the ability to fulfil the travel requirements of the post.

This list is typical of the level of duties the post-holder will be expected to perform, but it is not necessarily exhaustive and other duties of a similar nature may be required from time to time.

### Hours of work:

Monday – Friday, 9am – 5pm, 30 minutes for lunch, with occasional evening work, for which time off in lieu will be given. We operate a flexible working scheme. The successful candidate will work in a number of locations across the county of Northumberland, with an office base in Ashington.

## Person Specification

Person Specification	Description Essential = (E) Desirable = (D)
1. Qualifications	<ul style="list-style-type: none"> <li>• Good level of education preferably to A Level/NVQ 3 standards (E)</li> <li>• NVQ level 3 in Information, Advice and Guidance or equivalent qualification/experience level (D)</li> </ul>
2. Skills and Experience	<ul style="list-style-type: none"> <li>• Experience of working within a similar position (E)</li> <li>• Experience of managing staff (E)</li> <li>• Experience of supporting staff performance in a target driven environment (E)</li> <li>• Experience of supporting colleagues to achieve high levels of performance. (E)</li> <li>• Experience of delivering outcomes to achieve contract targets in employability type programmes.(D)</li> <li>• Ability to communicate with partners clearly and accurately.(E)</li> <li>• Empathic approach to those furthest from the labour market (E)</li> <li>• Supporting and encouraging potential beneficiaries to engage with the Employability Projects (E)</li> <li>• Promoting the Bridge Project to individuals and organisations (D)</li> <li>• Competent in IT usage and web based communication systems (E)</li> </ul>
3. Knowledge	<ul style="list-style-type: none"> <li>• Understanding of issues facing people with multiple barriers (E)</li> <li>• Working knowledge of ESF administrative systems and procedures (E)</li> <li>• Understanding of boundaries and confidentiality (E)</li> </ul>
4. Technical Competencies	<ul style="list-style-type: none"> <li>• Competent in the use of Microsoft Office applications (E)</li> <li>• Competent in use of internet and using the web for research (E)</li> <li>• Excellent verbal, written and presentation skills (E)</li> </ul>
5. Qualities and Attributes	<ul style="list-style-type: none"> <li>• Ability to communicate with a wide range of people (E)</li> <li>• Ability to work as a member of a team (E)</li> <li>• Self-driven and motivated (E)</li> <li>• Excellent communicator (E)</li> <li>• Flexible, adaptable and positive attitude (E)</li> <li>• Ability to work with individuals from a wide range of backgrounds and with partner organisations from across all sectors (E)</li> <li>• Ability to build on effective relationships (E)</li> <li>• Ability to work under pressure (E)</li> <li>• Flexible approach to work including travel and unsocial hours (E)</li> <li>• Team player with an open, honest, and confident manner (E)</li> <li>• Work within the organisation's Equal Opportunities framework (E)</li> </ul>