



# Head of Training & Employment

Candidate Information Pack

November 2021

## Candidate Brief for the position of:

### Head of Training & Employment – NOAH Enterprise

NOAH (New Opportunities and Horizons) is a Luton-based charity working across Bedfordshire offering hope and support to people struggling against homelessness and exclusion. For over 30 years NOAH has been working to provide support for people with complex needs who have nowhere else to turn. Our staff, volunteers, partners and benefactors, provide a combination that is dedicated to recognising the potential in people who are on the margins of society and helping them to realise it. We have come through some tough times with them to create an organisation that can do extraordinary things.

NOAH works with the whole person to find permanent and individually tailored pathways out of homelessness and destitution. Our support is offered to people who are homeless or severely excluded, or both; at a pace and level suited to each individual. It ranges from a hot meal and medical care to accredited training to finding a job. We continue to be there for our people long after permanent accommodation has been found and when they have found employment.

### Our Background

Sister Eileen O'Mahony, a Daughter of Charity of St Vincent de Paul, founded NOAH in 1987. At the heart of our vision is a belief in the fundamental dignity and worth of every individual.

NOAH has an annual turnover of c£2m, employs 60 staff and is assisted by some 200 volunteers. Our income sources are fairly diverse with only 15% generated from grants and donations. Most of our income is generated by our social enterprise, training and employment commissions and welfare contracts. The trustees maintain prudent levels of reserves. NOAH operates a number of related and strategic services, primarily:

- primary and supplementary day-care welfare
- street and accommodation-related outreach
- resettlement
- emergency winter shelter
- social enterprise
- training and employment

Currently, we operate from five locations in Luton and several temporary satellites throughout Bedfordshire and, in 2022, we look to replace our welfare centre with a modern purpose-built facility. We support people in changing their lives. Last year we met and worked with over 680 people through our Welfare Centre. We helped 353 people into accommodation and trained over 800 people in a range of skills; since 2015 over 350 have been assisted into employment. Our principal statutory partner is Luton Borough Council with whom we work closely on a number of homelessness related projects.

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NOAH also enjoys close relationships with, and support from, the Catholic Church and receives moral, financial and material support from people of all faiths or none through volunteering and donations of money and goods.

## **Background to the Role and main responsibilities**

We are recruiting for a Head of Training and Employment to join our Senior Management Team. Reporting into the CEO, this role represents an exciting opportunity to have a real impact on the work we do to offer hope and support to people struggling against homelessness and exclusion.

The Head of Training and Employment provides strategic leadership for the development and operations of the NOAH Academy. The post-holder has overall responsibility for the day-to-day operations of the NOAH Academy and oversees a budget of c.£1M.

The NOAH Academy is well-respected across Bedfordshire for helping people experiencing disadvantage to regain their confidence and gain employment. The Academy has grown significantly in recent years, and the challenge is to capitalise on new opportunities, whilst continuing to provide a caring and trauma-informed service and ensuring financial and operational sustainability. It is expected that the Academy will expand into Hertfordshire and Buckinghamshire during the 2021-26 strategy period.

The NOAH Academy operates projects which are free at the point of entry to our clients. However, through those projects, the Academy will increasingly be providing services to other NOAH departments, namely staff recruitment via our in-house agency Rainbow, staff training, and building & grounds maintenance. During the 2021-26 strategy period, all three of these services will be commercialised to bring in new revenue streams to NOAH, to be re-invested into our services for the most disadvantaged. The Head of Training and Employment is accountable for achieving this strategic objective.

NOAH's values of Care, Compassion and Commitment are paramount, and must continue to define how we serve our clients and support our colleagues.

## **Vision**

NOAH Enterprise is a charity which seeks, out of Christian conviction, to help the most disadvantaged in the local community. It is concerned with providing a practical, empowering and caring service to people who are homeless particularly those who are temporary or entrenched rough sleepers, and those who are marginalised and socially excluded, or have simply fallen into poverty.

## **Mission**

We will do this through:

- our welfare service by providing food, clothing, medical and dental care, outreach support and specific advice on accessing accommodation and income support, as well as linking with other specialist agencies
- running training courses in basic and life and employable crafts skills, as well as preparation for employment
- providing the opportunity for our people and others who are long-term unemployed to gain work experience and training in employable skills.

## **Values**

In doing all of this we recognise and respect the fundamental dignity and worth of every individual, and wish to support them in improving their life quality.

## Job Description

<b>Job Title</b>	<b>Head of Training and Employment</b>
<b>Hours</b>	37.5hrs
<b>Contract</b>	Full-time, Permanent
<b>Annual Leave</b>	25 days plus 8 Bank Holidays
<b>Location</b>	Flexible, with majority of time spent at NOAH sites in and around Bedfordshire
<b>Salary</b>	£42 – £47,000 per annum plus 5% pension
<b>Reporting To</b>	CEO
<b>Direct reports</b>	Academy Training Manager and the Academy Employment Manager. There are 16 staff in the Academy team.
<b>Probationary Period</b>	Six months
<b>Conditions of Employment</b>	As contained in NOAH Enterprise’s Statement of Terms and Conditions of Employment and Staff Handbook.
<b>Main role and purpose of position</b>	The Head of Training and Employment provides strategic leadership for the development and operations of the NOAH Academy. The post-holder has overall responsibility for the day-to-day operations of the NOAH Academy, overseeing a budget of c.£1M.
<b>Main Duties and Responsibilities</b>	<p><b>People &amp; Operations</b></p> <ul style="list-style-type: none"> <li>• Lead, motivate and support a team of 16 staff. Attract staff and volunteers from diverse backgrounds to NOAH, including people with lived experience of poverty and disadvantage.</li> <li>• Embed a culture of customer care to ensure that client feedback is sought, heard, and always acted upon.</li> <li>• Oversee the development of programmes that meet the needs of NOAH’s clients, ensuring that Academy services continue to engage people with experience of trauma and disadvantage.</li> <li>• Identify opportunities to improve ways of working and the level of service NOAH offers to service users.</li> <li>• Provide a staff training service for all NOAH staff, based on an organisational development plan agreed annually with HR.</li> <li>• In collaboration with HR, provide a staff recruitment service for NOAH, via NOAH’s Rainbow Recruitment service.</li> <li>• Via the Academy’s Technical Skills Hub, provide building and grounds maintenance services for all NOAH sites.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Act as an active and constructive member of the senior management team, contributing to the strategic planning and development of the Charity.</li> <li>• Attend Board meetings as required.</li> </ul> <p><b>Funding &amp; Finance</b></p> <ul style="list-style-type: none"> <li>• Effectively manage a growing budget, currently at c.£1M p/a</li> <li>• Engage with statutory bodies to develop and sustain statutory funding opportunities.</li> <li>• Collaborate effectively with the Fundraising department to submit bids and tenders for funding, and ensure monitoring reports are submitted as per funder requirements.</li> <li>• Strategize for, and oversee, the commercialisation of staff training, Rainbow Recruitment, and building &amp; grounds maintenance. Aid in the development of an in-house Sales function to this end.</li> </ul> <p><b>Relationships &amp; Stakeholders</b></p> <ul style="list-style-type: none"> <li>• Develop relationships with strategic partners to further the development of the Academy.</li> <li>• Build and maintain excellent working relationships with commissioners, commercial partners and project funders across Bedfordshire, Hertfordshire, and Buckinghamshire.</li> <li>• Represent NOAH in external and internal meetings with stakeholders and partners.</li> </ul> <p><b>Legal &amp; Regulatory</b></p> <ul style="list-style-type: none"> <li>• Within the NOAH Academy, overall responsibility for quality assurance and other legal &amp; regulatory requirements including health and safety, information governance, safeguarding and PREVENT.</li> <li>• Act as one of NOAH's three Deputy Designated Safeguarding Leads.</li> </ul>
<p><b>Qualifications and Experience</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree level with qualified teacher status or an equivalent training and development qualification.</li> <li>• Experience of successfully planning and developing adult training and employment programs, including expertise in programs for 18–24-year-olds, within a college or public/third sector setting.</li> <li>• Proven ability to build and maintain partnerships and relationships, across the voluntary, public, and private sector.</li> </ul>
<p><b>General Duties/ Requirements</b></p>	<ul style="list-style-type: none"> <li>• Act as a representative of NOAH Enterprise always and in a manner befitting the organisation</li> <li>• Take a responsible approach to your personal development – manage and update own skills base to ensure quality service delivery and engage fully with all training offered</li> <li>• Take a flexible approach to working hours (within scope of the agreed working week), with ability to work evenings or weekends on occasion</li> <li>• Regular travel will be required across Bedfordshire, Buckinghamshire, and Hertfordshire, and potentially across the UK. This will include meetings, seminars, and training sessions both on and off NOAH Enterprise premises.</li> <li>• The post holder may from time to time be asked to undertake other duties</li> </ul>

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	<p>as specified by the line manager.</p> <ul style="list-style-type: none"> <li>• Permanent changes to the job description will only be made in negotiation with the post holder</li> </ul>
<b>NOAH policies and equal opportunities</b>	All duties to be carried out in accordance with the policies and procedures of NOAH Enterprise, including the Equal Opportunities policy.
<b>Values and ethos</b>	<p>The work of NOAH Enterprise is founded upon a Christian ethos, and it is expected that the post holder will respect this ethos.</p> <p>NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.</p>



## Person Specification

Job Title	Head of Training and Employment	
Function	Details	Essential/Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level with qualified teacher status or an equivalent training and development qualification.</li> <li>Management qualification to level 4/5.</li> </ul>	<p>Essential</p> <p>Desirable</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of successfully planning and developing adult training and employment programs, including expertise in programs for 18–24-year-olds, within a college or public/third sector setting.</li> <li>Proficient in setting and managing 6-figure budgets.</li> <li>Experience of service provision in a commercial environment.</li> <li>Success at senior management level, including leading and motivating diverse staff teams.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Skills, knowledge and ability</b>	<ul style="list-style-type: none"> <li>Proven ability to build and maintain partnerships and relationships, across the voluntary, public, and private sector.</li> <li>Innovative and entrepreneurial mindset, with ability to spot opportunities and build new business.</li> <li>Experienced senior manager with the ability to work under own initiative.</li> <li>Ability to think strategically and from the point of view of others.</li> <li>Analytical mind set with the ability to develop and deliver strategic solutions.</li> <li>Knowledge and understanding of adult education.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

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	<ul style="list-style-type: none"> <li>• Proven ability in budget and KPI setting/monitoring, to achieve desired outcomes.</li> </ul>	Essential
<b>General</b>	<ul style="list-style-type: none"> <li>• Full driving licence and own transport</li> </ul>	Desirable
<b>Values and ethos</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding and respect for the Christian ethos at NOAH</li> <li>• Demonstrate and live out the values and ethos of NOAH</li> <li>• Demonstrate an ability not to judge others and to treat everyone fairly and equally</li> </ul>	Essential  Essential  Essential

## How to apply?

Eastside Primetimers are supporting NOAH Enterprise in the recruitment of this role. Application is by **CV and a covering letter** which should indicate why you are interested in applying for the role and how you meet the role requirements. Please send this to [recruitment@ep-uk.org](mailto:recruitment@ep-uk.org). If you would like a call to discuss the role in more detail, please email Paul Venning, [p.venning@ep-uk.org](mailto:p.venning@ep-uk.org) to arrange a convenient time.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

The closing date for applications is **Fri 3<sup>rd</sup> December**. Shortlisting interviews will take place the next couple of weeks thereafter. This will be followed by a second round of interviews with NOAH.

*NOAH Enterprise is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people we aim to support. We warmly welcome applications from all suitably-qualified candidates.*



# LIFE'S JOURNEY FOR PEOPLE WITH COMPLEX NEEDS

WWW.NOAHENTERPRISE.ORG  
 INFO@NOAHENTERPRISE.ORG  
**01582 728416**

Government of Ireland  
 Emigrant Support Programme  
 An Boinn Gníothaí Fachtracha agus Trádála  
 Department of Foreign Affairs and Trade

Company Registration: 3248392 - Charity Registration: 1059672

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