

Job details

Job title	Progression & Training Manager
Contract	Full time, permanent
Hours	35 hours per week
Location	The Dellow Centre, London E1 7SA
Disclosure	Enhanced
Pension	Auto enrolment from day one into the People's Pension

Role purpose

- To lead and develop Providence Row's Progression & Training Service, ensuring clients receive high-quality, trauma-informed and strengths-based support towards learning, volunteering, training and employment.
- To maintain effective oversight of staff, safeguarding, performance, partnerships, service improvement, reporting and resources.

Key responsibilities

- Lead the day-to-day delivery and development of the Progression & Training Service.
- Translate organisational priorities and funding requirements into clear service plans, team objectives and individual responsibilities.
- Line manage and develop staff through clear objectives, supervision, coaching, mentoring and reflective practice, addressing performance, conduct, attendance and wellbeing concerns appropriately.
- Ensure staff are inducted, trained and work in accordance with relevant policies, procedures and professional expectations.
- Maintain effective staffing, workload allocation and service continuity arrangements.
- Ensure clients receive accessible, trauma-informed and strengths-based support towards learning, volunteering, training and employment.
- Oversee assessment, action planning, casework, group provision and review of client progress, ensuring support reflects client choice, readiness, changing circumstances and appropriate professional boundaries.
- Maintain oversight of caseloads, client records and the quality of interventions, with appropriate direct involvement in practice to remain informed about client experience and service quality.
- Ensure clients are connected effectively with relevant Providence Row services and external support.
- Oversee a relevant programme of employability, digital, vocational and personal-development activity.
- Develop coherent progression pathways that support sustainable movement towards greater independence, learning, accredited training, volunteering and employment.

- Work with Catering, Gardening and Volunteering colleagues to strengthen internal progression opportunities.
- Build effective relationships with employers, training providers and other partners that create meaningful, accessible and appropriately supported opportunities for clients.
- Review provision regularly and develop new opportunities in response to identified need.
- Take responsibility for service performance against agreed objectives, outcomes, quality standards and funding requirements.
- Ensure client records and service data are accurate, complete and updated within required timescales.
- Monitor referrals, engagement, participation, progression and outcomes, addressing gaps or underperformance promptly.
- Produce accurate and timely reports for funders, commissioners, senior leaders and trustees, ensuring reported outcomes are supported by appropriate evidence.
- Promote a strong safeguarding and safe-working culture, ensuring concerns, risks and incidents are identified, recorded, managed and escalated appropriately.
- Maintain oversight of risk assessments relating to clients, activities, placements, volunteers and external partners and ensure compliance with confidentiality, data protection, information sharing, lone working and health & safety requirements.
- Support staff to apply sound professional judgement and balance positive risk-taking with duty-of-care responsibilities.
- Lead annual service planning, quality assurance and continuous improvement, using evidence and client involvement to identify gaps, strengthen pathways and evaluate new approaches.
- Develop effective relationships with internal teams, statutory services, voluntary organisations, funders and community partners and work with Fundraising, Communications and Volunteering colleagues on relevant activity.
- Manage the service budget and resources effectively, including accurate monitoring and forecasting, and contribute to funding applications, service reviews and organisational development.
- Contribute to the wider leadership and integration of Learning & Training Services.
- Represent Providence Row at relevant meetings, events and conferences and share learning from good practice.
- Attend occasional evening or weekend meetings, events and functions where reasonably required.
- Undertake other duties that fall reasonably within the scope and grade of the post.
- Work in accordance with Providence Row's values, policies and procedures.

Person specification

Knowledge and Experience	
Experience of developing and delivering employability services that support people experiencing barriers to work towards sustainable employment outcomes	Essential
Experience of supporting people experiencing homelessness, multiple disadvantage or significant barriers to progression	Essential
Experience of managing service delivery against agreed outcomes, deadlines and reporting requirements	Essential
Experience of line managing staff delivering employability, employment support or progression services, including setting objectives, monitoring performance and addressing underperformance	Essential
Experience of safeguarding, risk management and working with complex client needs	Essential
Strong understanding of trauma-informed, strengths-based and inclusive practice	Essential
Knowledge of safeguarding, professional boundaries, confidentiality and information sharing	Essential
Experience of developing effective partnerships with external organisations	Essential
Experience of developing relationships with employers and/or employment partners to create progression and employment opportunities	Essential
Experience of using data and client information to monitor performance and improve services	Essential
Experience of accredited learning or vocational qualifications	Desirable
Experience of managing volunteers or Peer Mentors	Desirable
Experience of managing a budget or contributing to funding reports	Desirable
Experience of working with a quality standard or accreditation framework, such as the Matrix Standard	Desirable
Experience of using Salesforce In-Form or a similar client-management system	Desirable
Ability to use Office 365, including Word, Excel and PowerPoint	Essential
Excellent written and verbal communication skills	Essential
Commitment to the core values of Providence Row and a passion for working with people impacted by homelessness	Essential
Competencies	
Good attention to detail, ensuring accuracy and precision in tasks and documentation	Essential
Able to work to deadlines and within defined standards	Essential
Proactive and able to obtain the information needed for the role, with a flexible and practical approach	Essential
Able to identify challenges and use initiative to implement effective solutions	Essential

Able to communicate and negotiate professionally and effectively with a range of internal and external stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Takes time to understand difficulties without pre-judgement and with a view to overcoming them	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith	Essential
Works with people, not for people, to enable them to realise their gifts, abilities and talents	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services	Essential
Accountable, trustworthy and dependable for their own performance	Essential
Is accountable and inspires confidence in the performance of their team	Essential