



Application Pack

Workforce Development Lead

(Central Services – Quality and Performance Team)



MioCare Group - supporting people to get the most out of life

Introduction



An introduction to the MioCare Group from the Managing Director, Rob Jackson

Hello, and thank you for downloading this application pack. I am delighted you have an interest in the social care we deliver for Oldham residents, and I am hoping that you will go ahead and apply to work with us once you have read a little more about the organisation.

Through our various services, the MioCare Group provides care and support to people whilst promoting independence, choice and wellbeing. Created as a provider by Oldham Council in 2013, our ambition is to set a high standard for quality of care.

As MioCare turned ten in October 2023 and celebrated a decade of care and support, this also marked the drawing to a close of our 2020-23 strategic planning cycle. Our **#FutureFocus** strategy sets out our goals and objectives for 2024-2027.

Our primary focus is on delivering high-quality outcomes and making effective use of our resources. As a Community Interest Company, any value and surpluses created are reinvested to improve services, develop and support staff and enrich the communities served.

Our mission of *'supporting people to get the most out of life'* remains the same, and having spent time engaging with people we support, our workforce and partners we are delighted to present some new, refreshed goals and values...

Our values: [Inclusive](#) → [Dedicated](#) → [Collaborative](#) → [Aspirational](#)

Our goals:

- People we support at the heart of everything
- To have an engaged, skilled and well-supported workforce
- To be an outstanding and collaborative organisation
- Financial sustainability through growth and development

You can read more about our **#FutureFocus** strategy on the next page.

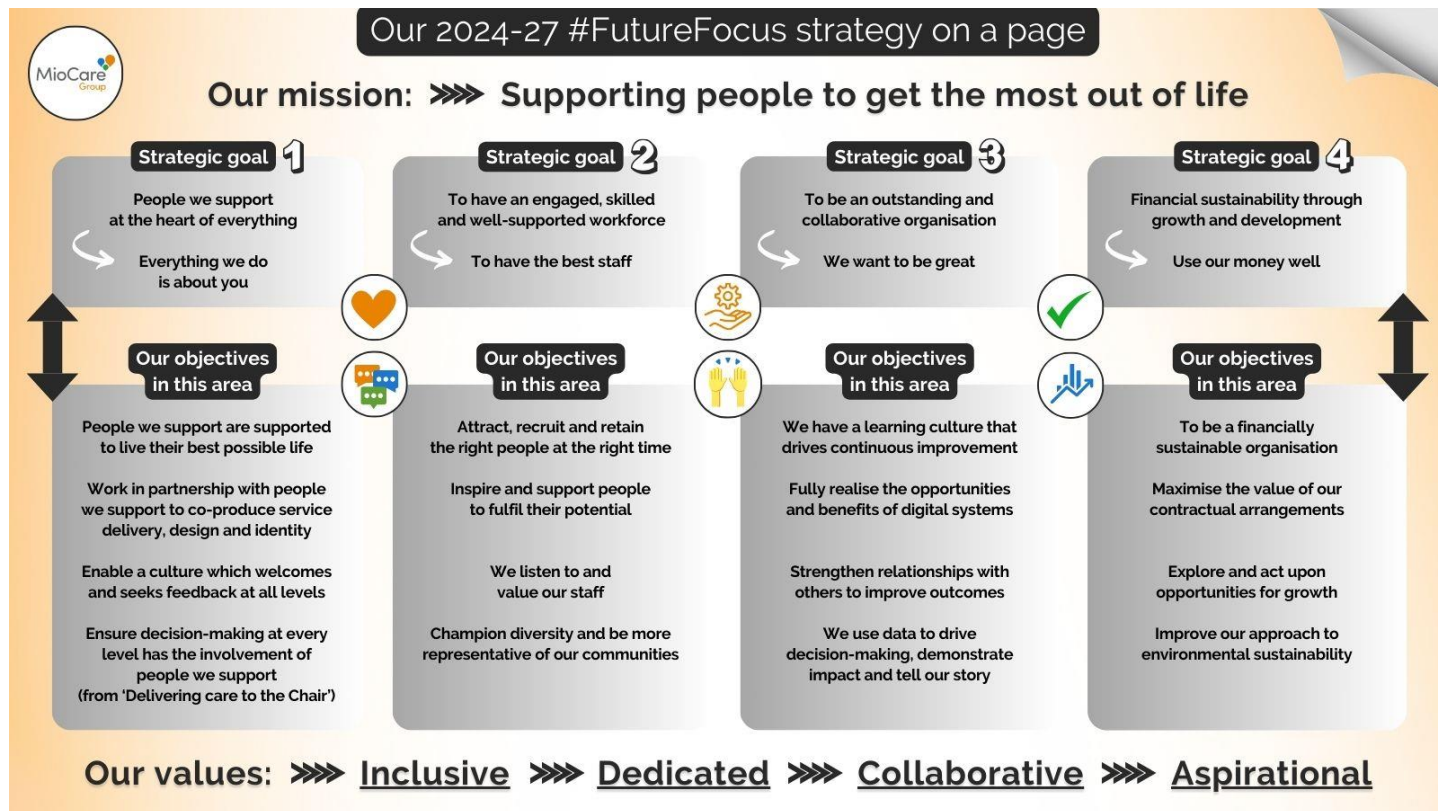
We have over 550 employees across the Group, working in a range of services. We pride ourselves on being an ethical and caring company, ensuring staff are supported and rewarded appropriately. We are a committed 'Real Living Wage' employer and as mentioned above, as a CIC we're able to reinvest some of the value we create into the development of staff. All we ask is that those who work for us share our values and our drive to be the very best we can be.

Thanks again for taking the time to read this and we are looking forward to receiving an application from you!



Rob Jackson
Managing Director – MioCare Group

A new strategy for 2024-27, bringing together our mission, values and goals



Our Commitment To Equality, Diversity and Inclusion

As a local authority-owned Community Interest Company (CIC) we both support and adhere to Oldham Council's 'Building a Fairer Oldham' Equality, Diversity and Inclusion Strategy.

Our vision is to create a place where people understand, respect and celebrate each other's difference. We are committed to creating a place that values and celebrates our differences while promoting equal opportunities for all.

At MioCare, we are passionate about equality, diversity and inclusion. We want to do more and have a deep sense of pride in challenging inequality in all its forms.

We have our own policies and procedures too, alongside an Equality, Diversity and Inclusion Together (EDIT) steering group and regular opportunity for reflection, feedback and celebration across the Group through in-person events, regular appraisals and supervision, workforce surveys and online communications.



Our Staff Benefits



The MioCare Group has a wide-ranging additional benefits package for staff, including...

Health and wellbeing

- Wellbeing Matters activity programme
- Employee Assistance Programme (EAP)
- Occupational Health
- Wellbeing-focussed performance conversations
- Health cash plans
- Discounted gym membership

Flexibility

- Generous annual leave entitlement and an annual leave purchase scheme

Skills development

- Comprehensive induction programme
- Opportunities for continued professional development

Reward and recognition

- MioCare Staff Awards

Financial wellbeing

- Competitive pay rates
- Pension scheme
- Paid sickness absence
- Life insurance (3 x annual salary)
- Independent free financial advice, including personal budgeting support

Staff offers

- Exclusive staff retail and leisure discount scheme

Lifestyle Savings

Explore a huge range of instant discounts to help you save money across hundreds of the UK's favourite high-street and online retailers

Support & Wellbeing

Access expert help and support for life's ups and downs 24/7, 365 days a year

A Great Place To Work



Introducing a few MioCare Group employees who would like to tell you about the Group and their role within it...

I love working for the MioCare Group. My teammates are supportive and friendly and working in our Central Services means I get to work with a lot of smiley people who show dedication and care in all that they do.



Zaida
Learning and
Development Coordinator



Nathan
Business Support
Officer

I really enjoy working for MioCare, and I felt so welcomed by the team from my very first day here. Everyone shows real pride in the work they do each day, which is amazing to see and be part of.

I was new to the area and the social care sector when I took on my role in the Group's central services. I was made really welcome by my colleagues who display incredible skill, commitment and care every day.



Mike
Communications
and Engagement Officer

If you have any questions during the application process, please don't hesitate to get in touch. You can contact our Quality and Workforce Development Manager, Annette McGranahan, via email:

Annette.McGranahan@oldham.gov.uk

Please continue for full [Role Profile](#), [Person Specification](#) and [Terms and Conditions](#)

Role Profile



Role Purpose

Our employees are our greatest asset and we want to ensure we attract and retain people who share our values and ambition. As the Workforce Development Lead, you'll play a fundamental role in helping us achieve this goal.

You'll lead a small team with a focus on workforce experience and learning and development, to provide the best experience for our employees throughout their journey with us. You will play a key role in ensuring that we have effective recruitment processes and high quality onboarding experiences, providing opportunities which ensure that our workforce is fully equipped to deliver the best support to the people who use our services and providing opportunities for personal and professional growth and development. You will create feedback opportunities for our workforce, using data to inform future developments and continuous improvement; all of which helps to create and shape a great working environment where people can thrive.

Key Relationships

Line Manager:	Quality and Workforce Development Manager
Direct Reports:	Learning and Development Co-ordinator
Other:	Members of the Quality and Performance Team, Central Services and the operational leadership teams

Main Accountabilities and Responsibilities

Workforce Experience

- You'll support the Quality and Workforce Development Manager in developing and successfully delivering on the Group's recruitment and retention approach.
- You'll lead on the development and implementation of an applicant tracking system, working with hiring managers across all services to ensure a great experience for all candidates.
- You'll be proactive in establishing links with external agencies to promote and develop recruitment opportunities across the Group.
- You'll lead on the design of a comprehensive onboarding and corporate induction programme suitable for all roles and services to help our new employees thrive.
- You'll support in the development of key performance indicators, identifying and providing a range of opportunities for employee interaction and feedback.
- You will use qualitative and quantitative information to produce a variety of reports for a variety of audiences.
- You'll work with the Communications and Engagement Officer to identify the Group's good news stories, case studies and opportunities during key calendar events.

Provision of Learning and Development Opportunities

- You will provide effective leadership and support to Learning and Development Co-ordinator.
- You will lead on the development and implementation of a learning and development offer which meets regulatory requirements; sourcing high quality courses and opportunities which support professional and personal development.
- You will develop mechanisms for evaluating the learning and development offer, using the data and feedback to inform actions, improvements and next steps.
- You will proactively seek opportunities to enhance the Group's offer, strengthening the mandatory requirements and ensuring that our workforce is equipped with the skills, knowledge and confidence to provide the best support to the people who use our services.
- You will support with the development and implementation of a learning and development pathway which supports with talent management, skills gaps and succession planning.

(Continued on the next page)

Digital Systems and Records

- You will support the Group's aim in developing the use of digital systems; you will lead on the development and make best use of an applicant tracking system and you will effectively manage and monitor the Group's learning management system.
- You will utilise the Group's existing digital systems to obtain various workforce related data sets, using these to support the Group in understanding the demographics of its workforce
- You will use data available to us to carry out benchmarking exercises to compare the Group data and demographics to that of similar organisations, local authorities and regions

Financial Sustainability and Funding Opportunities

- You will support in the monitoring of the Group's learning and development budget and the use of the Apprenticeship Levy, demonstrating a cost-conscious mindset whilst maximising opportunities for the workforce.
- You will lead on the maintenance and submission of Adult Social Care Workforce Development Fund dataset, working with Council colleagues to ensure that we meet the criteria by which we are able to apply for additional funds and income generation.
- You will proactively research and seek opportunities for the Group to access the Workforce Development Fund, to include the planned use of funds acquired and how this can be used to enhance the learning and development offer and the outcomes for people we support.

(Continue to next page for Person Specification)

Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)
Education and Qualifications	<ul style="list-style-type: none"> You are not required to have a formal qualification if you can demonstrate the ability to work at the right level for the role, combined with relevant experience. You will need to demonstrate to us an intermediate level of working with Microsoft Office applications such as Word, Excel, Outlook and Teams. It's important that you can also show us how you've developed your skills throughout your working life so far and how you plan to continue to do so. 	<ul style="list-style-type: none"> A leadership qualification at level 2 or above in people practice or health and social care.
Experience	<ul style="list-style-type: none"> You have demonstrable experience of successfully leading a team or project. You'll have worked in a similar role before in a diverse organisation and be able to show how you've developed trusting relationships with colleagues and candidates at all levels. You'll have demonstrable experience of developing and/or delivering recruitment and onboarding practices and processes and know what a good candidate and employee experience looks like. You'll have experience of designing and/or delivering great induction programmes and know what good looks like. You'll have experience of working with external partners proactively, developing successful working relationships. You'll have been a self-starter in your career and be able to deal with lots of different demands with potentially conflicting deadlines, managing your own workload effectively. You'll also have experience of developing and/or implementing employee feedback processes. You'll have experiences of collating and analysing qualitative and quantitative data, producing reports which are suitable for a varied audience. 	-
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> You'll have working knowledge of recruitment and onboarding processes and an understanding of what factors can drive a great employee experience. You will have the ability to analyse and present data in reports to inform business decisions. You will demonstrate a good working knowledge of current employment practices. To be able to deliver this role well, you'll need excellent team-working and interpersonal skills to build productive and effective working relationships with colleagues and external agencies. Highly organised, you'll have great attention to detail and help to reinforce our high standards. You must be positive, proactive and solution focused with the ability to problem solve sometimes independently. <p><i>(Continued on the next page)</i></p>	<ul style="list-style-type: none"> A knowledge and understanding of Adult Social Care, the CQC and/or other regulatory or quality frameworks to inform your work.

	Selection criteria (Essential)	Selection criteria (Desirable)
Other	<ul style="list-style-type: none"> We have a flexible approach to work with a mix of office based and working from home arrangements and you must be willing to travel to our bases across Oldham if required. We are a relatively small team and being willing and able to support each other is fundamental to our team being successful; you will be willing to support colleagues which may result in you supporting with tasks outside of your role but relative to your position within the organisation. 	-

Terms and Conditions



Job Title:	Workforce Development Lead
Contract	Permanent
Service/location:	Central Services – Quality and Performance Team Ena Hughes Resource Centre 2 Ellesmere Street Failsworth M35 9AD (Based at the location above with a requirement to travel to our other services across Oldham)
Hours:	37 hours per week, Monday-Friday
Salary:	£30,000 per year
Holidays:	Annual entitlement is 26 days plus Bank Holidays which increases by 1 day a year for each full year's length of service up to 31 days. The holiday year runs 1 st April – 31 st March.
Pension:	A 6% employer pension contribution payable by the company into the company's pension scheme (this is dependent on a minimum employee contribution)

Thank you for taking the time to read this Application Pack

To apply for the role, please submit your CV to Annette.McGranahan@oldham.gov.uk

Closing date: 5pm, Wednesday 30th October 2024

Interviews will take place on Friday 15th November 2024