



**NORTH HIGHLAND**

Developing the  
Young Workforce



STRONGER  
TOGETHER

<b>Post</b>	<b>DYW Operations Manager</b> <b>Contract: 35 hours per week, Monday to Friday.</b>
<b>DYW North Highland</b>	<p>Launched in September 2015, the main aim of DYW North Highland is to build strong and sustainable partnerships between employers and education across the counties of Caithness &amp; Sutherland, better preparing our young people for the world of work by inspiring confidence and helping them gain relevant employability skills for their future career.</p> <p>Working with our 6 secondary schools, we support the Scottish Governments “Young Person’s Guarantee” to provide a positive opportunity to every 16 to 24 year old such as employment, apprenticeship, further or higher education, training or volunteering.</p>
<b>Responsible to (Person)</b>	Chief Executive
<b>Purpose</b>	The Operations Manager’s main focus will be to support the delivery of an employer-led programme of work managing a small team of school co-ordinators hosted by Caithness Chamber of Commerce. You will be responsible to and work with the CEO to develop a work plan to deliver the agreed Scottish Government KPIs.
<b>Main accountabilities, duties and responsibilities</b>	<ul style="list-style-type: none"><li>• Manage day to day operations within the DYW programme.</li><li>• Manage 4 school co-ordinators.</li><li>• Lead, develop and deliver an operational plan, and objectives to meet national KPIs for the programme team in relation to current and emerging priorities as determined by Scottish Government policy.</li><li>• Manage regional events with the support of the team.</li><li>• Work with partners, employer groups and wider working groups to drive collaboration, identify opportunities for development, deliver regional and local impact and plan for sustainability.</li><li>• Record data and produce reports for Scottish Government KPI Reporting.</li><li>• Cover duties of other team members, where required, during periods of holidays and sickness.</li><li>• Any other duties as appropriate to the post.</li></ul>



**NORTH HIGHLAND**

Developing the  
Young Workforce



STRONGER  
TOGETHER

**PERSON SPECIFICATION**

POST	<b>DYW Operations Manager</b> <b>35 hours per week, Monday to Friday.</b>	
	Essential	Desirable
<b>Skills, ability, knowledge</b>		
Proven record of programme delivery and management associated to education and/or employability.	✓	
Ability to lead a team towards KPIs whilst networking with multiple stakeholders and partners.	✓	
Excellent verbal and written communication skills with attention to detail and accuracy, including presentation delivery to a variety of audiences.	✓	
A proven competence in engaging and working effectively with a wide variety of businesses at various levels.		✓
Ability to work with key staff to develop relationships with a wide variety of colleagues and stakeholders.	✓	
Competent knowledge and use of IT/computer skills and database management.	✓	
Ability to manage and prioritise own workload, working as part of a team to ensure delivery of KPIs.	✓	
Knowledge and understanding of Broad General Education/Senior Phase curriculum offer and delivery.		✓
Knowledge and understanding of vocational training including The Apprenticeship Frameworks (foundation, modern and graduate).		✓
Knowledge of post school transitions and pathways for young people.		✓
An understanding of the North Highland Business community.		✓
<b>Personal Qualities</b>		
Innovative with the ability to use initiative.	✓	
Highly driven, enthusiastic and motivated.	✓	
Have an effective ability to develop and manage relationships with stakeholders at various levels.	✓	
Self-motivated to deliver agreed project outcomes.	✓	
<b>Career Experience</b>		
Demonstrable experience of engaging with employers/education/young people or employability experience.	✓	
Experience of working with a broad range of stakeholders.	✓	
<b>Other</b>		
Full UK driving licence and access to a vehicle.	✓	

**Application**

Please send a full CV along with a brief, outlining why you consider yourself the best person for the post. The brief should be a maximum of 2 A4 sheets showing evidence of the criteria in both the job and person specification. CV and brief should be e-mailed to Trudy Morris, Chief Executive [recruitment@caithnesschamber.com](mailto:recruitment@caithnesschamber.com)

**Closing date: 16 February 2024 by 5pm**