****

**Operations Manager**

**Job Description**

|  |  |  |
| --- | --- | --- |
| **Area** | **:** | **Apprenticeships & Employer Engagement** |

|  |  |  |
| --- | --- | --- |
| **Salary** | **:** | **£25,412 - £27,747** |

|  |  |  |
| --- | --- | --- |
| **Hours of Work (Full-time/Part-time)** | **:** | **37 hours** |

|  |  |  |
| --- | --- | --- |
| **Line Manager** | **:** | **Assistant Principal Apprenticeships and Employer Engagement** |

|  |  |  |
| --- | --- | --- |
| **Responsibility for** |  | : To provide specialist advice, support and guidance to teams  delivering Apprenticeships and work-based qualifications in line with funding body and awarding body requirements; |
|  |  | : To monitor the apprenticeship contracts, preparing and  presenting detailed profiles and reports to ensure targets are  achieved;    : To lead the central operations team in providing high quality  advice and guidance to Managers, Staff and stake holders; *and* |
|  |  | : Promoting and safeguarding the welfare of children and young  persons in line with College policies. |

**Main Purpose of Job:**

To provide support to the college in order to ensure that it:

* meets the needs of learners, employers and other stakeholders;
* are of the highest possible quality to ensure a positive contribution to learner outcomes and

learner/employer satisfaction;

* are effective, efficient and provide excellent value for money;
* reflect the vision, mission, aims and values of the College;
* are innovative, developmental and sector leading; *and*
* promote a culture of excellence and equality.

**Key Duties and Responsibilities:**

1. To support apprenticeship and worked based delivery teams providing specialist advice regarding eligibility, funding and information on current apprenticeship frameworks or standards and standalone qualifications.
2. To communicate clear changes and updates of funding, compliance and audit requirements to Managers and Staff.
3. To work with MIS and delivery teams to ensure files and evidence meet the requirements for timely claims.
4. To lead and line manage staff providing information, advice and guidance to employers and other stakeholders.
5. To prepare regular reports and statistical returns to enable managers to monitor apprenticeship funding throughout the year against ESFA contracts and maintain administrative systems as appropriate
6. To prepare achievement data for Managers and monitor data performance.
7. To monitor and manage incentive payments to employers, liaising with finance to ensure that spend is within the allocation.
8. To manage EPA process to ensure all gateway requirements are met.
9. To monitor Apprenticeship and other funded achievements in partnership with Employers to ensure achievements can be claimed.
10. To develop relationships with a range of stakeholders and manage indirect apprenticeship contracts and associated tracking and invoicing arrangements.
11. Support quality improvement arrangements including Apprenticeship Progress Reviews (APRs).
12. To support and work with MIS in preparing for ESFA audit and conducting a schedule of internal auditing of apprenticeship files identifying improvement actions.
13. Attend team meetings as appropriate.
14. To support and contribute to the Self-assessment process for Apprenticeship and worked based learning provision.
15. To conduct and record regular meetings with direct reports.
16. To carry out Personal Development Reviews (PDRs) with direct reports.
17. Take responsibility for self-development in line with College strategic aims.

**Generic Duties and Responsibilities:**

1. Promote a culture of innovation, excellence and equality
2. Reflect the vision, mission and values of the college
3. Contribute to the development of and ensure compliance with all College policies, procedures and agreements
4. Actively contribute to the risk management of the College.
5. Positively promote and implement the College’s strategies on equality, diversity, safeguarding.
6. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment
7. Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work
8. Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area

***This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.***

**Operations Manager**

**Person Specification**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Assessment Method** | | | | | | | | | |
| \*Test = Skills Test/Knowledge Test/Micro Teach/Presentation | | Application Form | | \*Test | | Interview | | Psychometric Testing | | Qualification Certificates | References |
| **Education and Qualifications** | | | | | | | | | | | |
| Essential | |  | |  | |  | |  | |  |  |
| * Qualified to Level 3 or equivalent | | **✓** | |  | | **✓** | |  | | **✓** |  |
| * GCSE Grade C *(4/5)* in Maths and English *(or equivalent)* | | **✓** | |  | | **✓** | |  | | **✓** |  |
| * Evidence of continuous professional development | | **✓** | |  | | **✓** | |  | |  |  |
| Desirable | |  | |  | |  | |  | |  |  |
| * Supervisory/Management Qualification | | **✓** | |  | | **✓** | |  | | **✓** |  |
| * IT qualification or willingness to work to achieve an appropriate standard | | **✓** | |  | | **✓** | |  | | **✓** |  |
| **Skills and Experience** | | | | | | | | | | | |
| Essential | |  | |  | |  | |  | |  |  |
| * Minimum of 3 years’ experience at Supervisory/Management level | | **✓** | |  | | **✓** | |  | |  |  |
| * Experience of working in the Further Education Sector | | **✓** | |  | | **✓** | |  | |  |  |
| * Understanding and experience of work based learning in particular apprenticeship provision | | **✓** | |  | | **✓** | |  | |  |  |
| * Excellent Digital Literacy Skills | | **✓** | |  | |  | |  | |  | **✓** |
| * Proven ability to organise and plan | |  | |  | | **✓** | |  | |  |  |
| * Experience of using appropriate IT packages e.g. Word, Excel and PowerPoint | | **✓** | | **✓** | |  | |  | |  |  |
| * To demonstrate an excellent approach to customer service including dealing promptly with internal and external customers and enquiries in an efficient, courteous and welcoming manner | | **✓** | |  | | **✓** | |  | |  | **✓** |
| Desirable | |  | |  | |  | |  | |  |  |
| * Experience of audit and funding requirements for apprenticeship provision | | **✓** | |  | | **✓** | |  | |  |  |
| * Planning and delivery of apprenticeships | | **✓** | |  | | **✓** | |  | |  |  |
| **Personal Attributes** | | | | | | | | | | | | |
| Essential | |  | |  | |  | |  | |  | |  |
| * Self-motivation and a willingness to learn and develop new skills | |  | |  | | **✓** | |  | |  | |  |
| * Flexibility and ability to work under pressure | |  | |  | | **✓** | |  | |  | |  |
| * Ability and willingness to travel within the local area | |  | |  | | **✓** | |  | |  | |  |
| * Ability to work under minimum supervision | |  | |  | | **✓** | |  | |  | | **✓** |
| * A genuine desire to take maximum advantage of an excellent learning and career opportunity | |  | |  | | **✓** | |  | |  | |  |
| * A positive ‘can do’ attitude | |  | |  | | **✓** | |  | |  | |  |
| * Respect for confidentiality | |  | |  | | **✓** | |  | |  | | **✓** |
| **Other requirements for employment/engagement** | | | | | | | | | | | | |
| Essential | |  | |  | |  | |  | |  | |  |
| * Enhanced DBS | | | | | | | | | | | | |

**Updated: September 2022**