

Job Title:	Programme Manager – Adult Maths and English
Responsible to:	Head of Adult Skills and Employability
Responsible for:	A team of Maths and English delivery staff
Functional Liaison with:	Employer Engagement and other Curriculum Managers, Cross-College Curriculum staff, Employers and key external stakeholders, Executive Director of Quality, and other College staff as required.
Main purpose:	<p>To effectively performance manage Subject Sector Area (SSA), by co-ordinating the operational activities of a team of Maths and English Tutors, concerning all aspects of Maths and English related learning (Including 19+ GCSE and Functional Skills) and other commercially commissioned work, ensuring that the quality of all recruitment, training, assessment and overall delivery needs meet contract and quality requirements whilst also supporting continuous improvement and growth for responsible SSA area.</p> <p>To ensure that their area of responsibility is financially viable and managed effectively, all associated income and costs, with a focus on identifying future opportunities and generating additional income, whilst ensuring costs remain at an agreed acceptable level.</p>

Main Duties and Responsibilities:

The following duties are not shown in order of priority or frequency, nor is the list comprehensive, but rather an indication of the type and level of duties expected of the post.

1. Performance manage Adult Maths and English tutors which includes:
 - (a) Effective 1-2-1s and daily interactions. Ensuring that all agreed KPIs are met and teaching contact hours are optimised to contribute to the delivery of a robust financial model.

- (b) Ensuring that all tutors are actively delivering a high quality learner experience, which is clearly evidenced.
 - (c) Keeping accurate records of all learner achievements ensuring that they meet College, awarding and funding body requirements.
 - (d) Lead the achievement of all contractual targets ensuring that all non-achieving learners are fully investigated and kept below the agreed minimum number and that all success rates remain at outstanding status.
 - (e) Ensure compliance with all College record keeping systems.
2. Embed a culture of continuous improvement, and undertake reviews with tutors to ensure that all delivery activities exceed the requirements and expectations of Ofsted.
- (1) Contribute to the recruitment and induction of tutors and other staff as required, adhering to College policies and procedures.
 - (2) Review and action plan performance with the team and individuals on an on-going basis. Maintain effective CPD plans for all team members and carry out regular appraisal meetings. Ensure that all team members consistently meet or exceed their KPIs and address any areas of underperformance in line with College policies.
 - (3) Coordinate induction of new team members, ensuring that all activities are effective and develop the individual to the required standards for their role
 - (4) Maintain accurate and up to date HR records for all members of the team, and follow College procedures for authorising/dealing with periods of absence.
 - (5) Manage internal quality assurance process.
3. Develop and maintain close links with employers and other key stakeholders in order to meet contract targets and develop new business. Provide referrals for other areas of the College as required.
4. Develop new learning programmes and identify opportunities for areas of commercial growth and partnership working. Regularly update existing programmes in order to ensure the College is viewed as the leading provider in the region and is offering value for money.
5. Ensure areas of responsibility are managed robustly and that income and budget targets are met. Audit and authorise all expenses/costs for relevant team members each month. Analyse and investigate any themes and implement plans

to reduce costs and increase income for the area, thereby contributing to the Programme Area's overall financial health.

6. Management Information and Quality:
 - (a) Maintain accurate records on all Programme Area's activity.
 - (b) Monthly profile meetings with the Director of Adult Skills and Employability to ensure targets are achieved.
7. Write Self-Assessment Review and implement supporting the Quality Improvement Plan for Programme Area.
8. Carry out regular observations and grading activities in line with requirements under both Internal Quality Strategy and Ofsted.
9. Contribute to Operational Planning activities for areas of responsibility and effectively implement agreed objectives with team.
10. Act as a Key Account Manager for designated employers on behalf of the College.
11. Work with the Business Development Director and Maths and English coordinator and associated teams to maximise learner recruitment activities and ensure that own team members regularly contribute for new business leads. Contribute to the College's marketing activity for Employer Engagement, including:
 - Open events
 - B2B events
 - specific targeted campaigns
 - schools events
12. Follow agreed communication calendar and participate in meetings, planning activities and staff development.
13. Deal with customer complaints effectively and timely in line with the College procedure.
14. Actively promote equality & diversity, health & safety and PREVENT agendas.
15. Demonstrate a commitment to all College policies and procedures.
16. Undertake any other duties commensurate with the grade of post as required by the line manager

PERSON SPECIFICATION

	Essential	Desirable	Measured
Education and Qualifications	Relevant subject qualification at level 3 or above in Maths or English. A teaching qualification - minimum of Level 3 or equivalent.	Assessor and Verifier awards or equivalent or the willingness to work towards one. A relevant Health & Safety qualification or willingness to work towards one	I,A,
Knowledge and Skills	Knowledge of current Government education policy and funding. Good IT skills, including excel and presentation skills. Knowledge of financial contract management. Ability to travel around East Anglia Good organisational skills.		A,I,P
Experience	Proven performance management experience within a business environment. Ability to solve problems and find and implement solutions. Internal and external key stakeholder management. Budget management		A, I,
Personal Qualities	Inspirational leadership skills Excellent communications skills. Confident forward thinker. Enthusiasm and commitment to continuous improvement with the ability to motivate others		A, I,
Training	Willingness to attend, undertake any training or development as, or when appropriate.		A, I,

KEY: A-APPLICATION, I-INTERVIEW, P-PRESENTATION/MICROTEACH, T-TEST

Conditions of Service

1. Holidays: 30 days per annual leave
2. New appointments to the College are subject to a twelve month probationary period.
3. Contributory pension: Local Government Pension Scheme through Suffolk County Council or Teachers Pension TPA.
4. This College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.
5. The job description is current at the date shown; it may change from time to time in negotiation with the post holder.

General Data Protection Regulations (GDPR)

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

Equal Opportunities

In accordance with the Equality Act 2010 the college operates a policy of equality and diversity which protects employees, students and people who access the College's goods, services and facilities, from discrimination on the basis of 'protected characteristics' which include: age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race (colour, nationality and ethnic or national origins.), religion or belief, sex and sexual orientation.

DBS

The successful applicant will be required to complete and obtain a standard or enhanced disclosure check (role dependant) from the Disclosure and Barring Service. The cost of processing this will be £40 (Enhanced) and you will be required to make payment online via the safeguarding website before your employment commences. Further information about the Disclosure and Barring Scheme can be found at www.homeoffice.gov.uk or by speaking to a member of the Human Resources department.