

# CONTRACT AND LEARNING SERVICES MANAGER



## Role Profile

<b>Title</b>	Contract and Learning Services Manager	
<b>Grade</b>	GRADE H	
<b>Reference:</b>	N1011	
<b>Reports to:</b>	Post 16 Education Lead	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Operational Leader	
<b>Primary purpose of role</b>	<p>The post holder will oversee the effective contract management, operational, and logistical functions necessary for the Skills and Post 16 service; providing, in liaison with the Data and Information Manager and Quality and Performance Manager, responsive cross contract operational and communication support across each academic year against agreed operational KPIs.</p> <p>The post holder is responsible for the strategic planning, implementation and management of all customer focussed aspects of delivery in support of the core business for Skills and Post 16 Service.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>Establish excellent working relationships with key stakeholders to facilitate the delivery of contracted provision to local regional and national strategy drivers. Provide effective contract management through performance management of contracts to target ensuring compliance and mitigation of risk <b>(25%)</b></li> <li>Ensure consistency and standardisation of high-quality systems, processes, procedures and policies across Skills and Post 16 contracts including the facilitation of appropriate governance to satisfy</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>Adult Education Budget is earned in line with ESFA contract</li> <li>Service reputation rises in HoTSW and LEP regions for the Adult Education Service as provider of choice</li> <li>Contract targets met and annual budgets secured</li> <li>Work activity contributes to service Ofsted grading of Good or better</li> <li>Service is compliant with mandatory policy and procedure</li> <li>High levels of customer satisfaction reported as part of Learner Satisfaction Survey</li> <li>Learner voice strategy is supported by design of and implementation of innovative feedback capture mechanisms</li> </ul>

	<p>regulatory and legislative requirements. <b>(25%)</b></p> <p>Lead and manage a team of qualified information advice and guidance professionals to achieve high quality customer service across contracts in order to meet contract targets and recruitment. Lead the team in the achievement and maintenance of appropriate quality standard <b>(25%)</b></p> <ul style="list-style-type: none"> <li>Oversee the customer service experience for OCSW including all elements of customer facing service delivery outside the classroom in line with policies and procedures for service delivery and in line with Ofsted and Funding requirements. To manage the Learner Voice Strategy <b>(25%)</b></li> </ul>	<p>including mystery shopper process informing SMT and QIP</p> <ul style="list-style-type: none"> <li>Quality standard in IAG achieved and maintained</li> </ul>
<b>Key activities</b>	<p><b>Contracts 50%</b></p> <ul style="list-style-type: none"> <li>Performance management and monitoring of contracts for Skills and Post 16</li> <li>Work effectively across contracts with partner organisations and sub-contracted organisations and stakeholders to plan and manage the development of the Skills and Post 16 Service model that reflects stakeholders, the Local Authority and regional objectives</li> <li>Ensure that (sub) contracted provision delivers current Adult Education Budget allocations and to local regional and national strategy drivers. This includes change and in particular the transition from a supply led model of learning provision to a targeted, prioritised and demand led model in line with national strategy</li> <li>To develop value added opportunities across contract to realise economies of scale and efficiencies in relation to top sliced activity</li> <li>To track and risk assess overall contract compliance and performance management through regular audit and reporting</li> <li>To coordinate the appropriate governance arrangements and facilitate meetings to support effective and high quality service delivery across contracts. Provide strategic overview to senior management, the Chair of the Adult Education Board (Director of EPS) on terms and conditions, impact on customers, regional and</li> </ul>	

	<p>national market, to provide a responsive programme of on trend courses and opportunities.</p> <ul style="list-style-type: none"> <li>▪ Provide input to the production of the strategic, operational and development plans and reports to senior management for the service and contribute to the setting of challenging targets for the service</li> <li>▪ Support the annual self-assessment process and quality improvement plan and preparations for Ofsted and work alongside nominee to provide responsive information</li> <li>▪ Maintain and constantly update senior management on knowledge of key drivers, national themes, funding guidance and changing ESFA priorities, Student Loans, Matrix or equivalent Framework, Safeguarding, Health and Safety, Equality and Diversity, British Values, GDPR, Information Advice and Guidance</li> <li>▪ Develop and maintain effective working partnerships with other learning providers and partners, locally, regionally and nationally and support the development of excellent practice within the sector</li> <li>▪ Deputise for Line Manager at meetings, internally and externally including Cabinet, Scrutiny, PH meetings</li> <li>▪ To contribute to effective Safeguarding, legislative and statutory compliance</li> </ul> <p><b>Learner Services 50%</b></p> <ul style="list-style-type: none"> <li>▪ Ensure quality of the formal Information Advice and Guidance Services offered by Skills and Post 16 and external organisations who deliver learning as sub-contractors of Plymouth City Council</li> <li>▪ Analyse qualitative and quantitative data to implement and continuously improve operational learner service processes and procedures to ensure high quality customer service and operational efficiencies</li> <li>▪ Establish operational KPI's to performance manage service delivery</li> <li>▪ Oversee self-assessment, development and achievement of an appropriate IAG quality standard to ensure the quality of IAG offered across Skills and Post 16 contracts</li> <li>▪ Line manage the learner services team and matrix management of staff across the service to ensure business continuity and quality across the learner service function</li> <li>▪ Oversee the OCSW customer experience and implement / continuously improve operational learner service processes and procedures to ensure high quality customer services and operational efficiencies</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Implement processes to capture robust learner voice data and provide reporting to inform the delivery of promotional and marketing activity</li> <li>▪ Provide operational overview and troubleshooting capacity for the learner services function to maintain the service including class closure and response to unforeseen circumstances</li> <li>▪ Ensure systems are in place to support vulnerable high priority learners working across teams</li> </ul> <p>Carry out other duties appropriate to the grade of the post including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Take personal responsibility for the roles all staff need to follow in relation to Safeguarding and Prevent, Equality and Diversity, Health and Safety and Data Protection</li> <li>▪ Ensure compliance of all aspects of service delivery with ESFA, Ofsted, contractual and legislative guidance</li> <li>▪ Work across teams, departments and external partners to implement processes and procedures that enhance the learner experience across contracts</li> <li>▪ Generate written content that can be used for promoting the service through various channels</li> <li>▪ Proactively manage stakeholder relationships</li> <li>▪ Undertake further training, research and Continued Professional Development as required in the role</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Business studies or management qualification at Level 4 or above</li> <li>▪ Significant knowledge and application of project planning and management</li> <li>▪ Budget management and implementation, financial planning ideally in a post 16 education skills environment</li> <li>▪ Min Level 2 but working towards a Level 6 qualification in Information Advice and Guidance</li> <li>▪ Demonstrable performance management experience including coaching/mentoring direct reports and leading a team</li> <li>▪ Demonstrable partnership working expertise internally and with external stakeholders and contractors at all levels</li> <li>▪ In depth knowledge of the Matrix accreditation process and Gatsby Benchmarks</li> <li>▪ 2 GCSEs grade A*- C Maths and English (or equivalent)</li> <li>▪ Knowledge of legislation which impacts on Education Providers e.g. Data Protection, Equality and Diversity, Health and Safety and Safeguarding for children and vulnerable adults</li> <li>▪ Completion of and continuous updating of appropriate Safeguarding and other mandatory training requirements</li> </ul>

<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Local government experience of democratic process</li> <li>▪ Knowledge or recruitment, procurement and employee relations</li> <li>▪ Adult Training Qualification e.g. City and Guilds.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in post 16 education and skills funding streams and not limited to ESFA/DWP/DoE/LEP</li> <li>▪ Experience of developing and managing projects that provide strategic contributions to plans and outcomes within a post 16 education skills and employability environment</li> <li>▪ Experience of complex problem solving and producing complex annual project plans and cycles in an educational context</li> <li>▪ Managing budgets and contract delivery within ESFA funding rules and guidance</li> <li>▪ Experience of producing marketing and publicity materials and sales and marketing delivery impact for employers, post 16 learners</li> <li>▪ Proven experience of successful Customer Service management</li> <li>▪ Experience of effective learner voice activity and assessment</li> <li>▪ Experience of data analysis, market research methods, gathering and analysing customer voice</li> <li>▪ Experience of acting as a Webmaster, managing a team of staff</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Working in a multi-disciplinary organisation within a post 16 education, skills and employability setting</li> <li>▪ Experience of education quality assurance processes</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent interpersonal and communication skills</li> <li>▪ Project management skills and application of project management tools and techniques</li> <li>▪ Financial management and budgetary skills</li> <li>▪ Ability to work to tight deadlines with competing priorities and activities</li> <li>▪ Ability to work in a matrix environment at both leadership, managerial and operational levels</li> <li>▪ Ability to use a range of IT software including MS Word, Excel, PowerPoint, Teams, as well as LMI tools (Burning Glass)</li> <li>▪ Ability to “think on feet” within the boundaries of PCC and OCSW policies and procedures</li> <li>▪ Analytical and creative skills to keep up with changes within the service / sector offer which is continuously evolving and developing</li> <li>▪ Confidence to determine and take safe risks to develop opportunities</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Innovation and ability to think beyond existing business scope</li> <li>▪ Planning and ability to prioritize work to tight deadlines</li> <li>▪ Work effectively as a team member and leader</li> <li>▪ Problem and planning skills required to solve complex problems making effective use of bespoke software and resources</li> <li>▪ Monitor performance of projects / service delivery development areas</li> <li>▪ Interpersonal and communication skills required to exchange information orally or in writing when responding to concerns or issues that may arise including the immediate availability of learner data and to build and maintain excellent working relationships with stakeholders and colleagues</li> <li>▪ Keyboard skills to assist in accurate data input, producing data reports, producing and responding to emails and other correspondence; there is some demand for both precision and speed in the use of these skills</li> <li>▪ Ability to identify anomalies and provide clear and accurate reports to Senior Managers</li> <li>▪ Tact and diplomacy</li> <li>▪ Reliable and trustworthy</li> <li>▪ Professional presentation and networking skills</li> <li>▪ Excellent written English skills with the ability to proof read for accuracy, meaning and style</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	