

Job Title: Head of Service - Traineeships

Reporting to: Operations Director

Role Overview:

Management and Leadership of direct delivery and sub-contracted Traineeship delivery across Ixion and the Shaw Trust Group ensuring all contract deliverables are achieved through a mixture of high-quality direct delivery and subcontracted delivery, and ensuring quality standards meet those of an outstanding provider.

Responsible for managing operational delivery staff and for the overall C1 (gross profit) of these contracts.

Responsible for highly effective and efficient Traineeship curriculum ensuring it is fit for purpose meeting the needs of all learners on programme and relevant to meet the needs of employers to aid learner progression into sustainable employment opportunities including Apprenticeships.

High quality teaching, learning and assessment must be adhered to in line with Awarding body standards to ensure the timely achievement of learner goals and qualifications as per Company and Regulating Body KPIs and will support Ixion in maintaining its Ofsted grade 1 standard.

Principle Accountabilities:

- Be responsible for the implementation, management and operational delivery of direct delivery and subcontracted provision of all Traineeship delivery including budget and approved KPI's.
- Responsible for ensuring that all deliverables and contract targets are achieved, and revenue is obtained in line with contract profiles.
- Have Gross Profit / Contribution 1 (C1) responsibility for the delivery of any secured contract and associated KPI's. Both to be regularly monitored to ensure performance outcomes are to contract expectations.
- Work with external stakeholders, sub-contractors and other delivery partners to deliver contract requirements and maintain excellent customer relationships with funding bodies for the contracts being managed.
- Be accountable for end to end delivery of learner journey, customer satisfaction, learner progression, compliance and quality requirements of this contract, working in conjunction with the respective departments, ensuring all information is effectively disseminated to all stakeholders and partners.
- To develop strategic relationships with other relevant organisations/ stakeholders to enable Ixion and the Shaw Trust Group to develop and expand its range of contracts,

products and services to ensure the corporate health of the organisation and to drive efficient and respected service delivery.

- To be outward facing meeting and source employers for 16-18 Traineeships to move into work experience and work
- To work with the Head of Service – Learning and Skills National Accounts and be responsible for increasing the value of the contract through organic growth and the identification of enhanced services that can be supplied by Ixion to new and existing Employer accounts
- Ensure all programmes are high quality with outstanding outcomes delivered through a cost-efficient delivery model.
- Instrumental in developing innovative delivery models and implementing operational procedures for successful contract delivery.
- To work closely with the Regional Delivery Managers, other Heads of Service and across the Shaw Trust Group to support cross inter divisional working and drive income and outcomes.
- To develop and maintain relationships with a wide range of referral agencies/partners to ensure the appropriate volume of referrals are received to support the delivery of Traineeship programmes across the various delivery locations and to ensure all different NEET groups are effectively supported.

GENERAL RESPONSIBILITIES:

- Ensure that you work to the Ixion/Shaw Trust Group's vision, values, objectives and priorities and are strongly committed to them
- Understand and adhere to all responsibilities to ensure that the quality requirements of the Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, ESF or any other contract stakeholder, are maintained
- Promote the principles of Equality and Diversity and ensure that the policy is always fully applied
- Understand and be committed to all personal responsibilities under Health & Safety Prevent, British Values and Safeguarding procedures, and ensure that the policies are always adhered to
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying, Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are always fully applied
- Strictly adhere to all company processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required for the role.
- Work flexibly in the field and across offices, as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Core Competencies

All IXION employees are required to demonstrate many core competencies;

- Self-management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.
- Strong awareness and proactive approach to Equality & Diversity, Safeguarding Prevent, British Values and Health & Safety issues

Attitudes & Behaviours

- Represent IXION and The Shaw Trust Group in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally.

Experience and Qualifications required

Essential

- Hold Level 5 Management Qualification or equivalent
- Thorough understanding of ESFA Funding Guidance with a sound knowledge of Traineeships and 16-19 Funding programmes.
- Operational experience of managing multiple delivery contracts across various delivery locations.
- Knowledge and understanding of appropriate quality and compliance frameworks e.g. Education Inspection Framework
- Skilled in customer and employer engagement liaison
- Experience of working with Management boards and senior teams
- Able to ensure contractual compliance and provide financial and performance information to agreed specifications
- Experience of Layering funding to maximise funding opportunities and successful outcomes for learners and employers
- Strong negotiation skills and the ability to drive performance and delivery.
- Excellent I.T skills (e.g. Advanced Word; Intermediate Excel).
- Strong financial skills including budgetary control and forecasting.
- Good analytical and influencing skills.
- Robust and logical questioning skills and ability to analyse information.



- Excellent verbal and written communication skills.
 - Customer focused attitude and well-developed client/account management skills.
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IXION and the Shaw Trust Group are committed to safeguarding and promoting the welfare of all learners/customers and expects staff to share this commitment.

All roles will require a satisfactory DBS Disclosure check due to the nature of the work to be undertaken.