Job Description

Job Title: **Operations Director for Learning and Skills**

Reports to: **Chief Operating Officer**

Location: **Home or Operational Centre (with UK-wide travel)**

Purpose

As a member of the Senior Leadership Team (SLT), the role will support the Chief Operating Officer in the strategic leadership of the Learning and Skills division. The role will be responsible for supporting growth, continuous improvement and operational management of the Learning and Skills division. The role will also act as the Managing Director for the Ixion subsidiary organisation.

Main Duties and Responsibilities

1. Support a geographically dispersed delivery across a range of sectors, beneficiary groups to deliver/exceed contractual performance objectives and budget is met.
2. To have Gross Profit / Contribution 1 (C1) accountability for all Learning and skills, contracts, contributing to the strategic objectives set by the COO.
3. Working with the Senior Leadership Team and Continuous Improvement Director, to drive and develop strategies to be approved by the CEO/Chief Operating Officer (COO) that contributes to the overall strategic plan and leads to a significant contribution to the Shaw Trust Group. To lead on developing the operational business plan for delivery for the Learning and Skills Division.
4. Work closely with all other operational divisions to ensure services are layered and deliver the best possible outcomes for the end beneficiary.
5. To act as the Managing Director for the Ixion subsidiary organisation.
6. To achieve operational outcomes that meet all key performance indicators (KPI)) contractual requirements, customer satisfaction targets, output and progression, and C1 targets for Learning and Skills in a sustainable way over the life time of the contracts, to profile, driving organic growth and contributing to agreed commercial growth to meet Shaw Trust Group strategic objectives.
7. Ensure the operation works across all delivery teams' to drive better quality outcomes for learners and enhanced efficiency/ C1, by maximising direct delivery and ensuring that supply chain partners are performance managed to profile and achieve in a manner that meets and/or exceeds the requirement of Ofsted, Matrix and Merlin standard.
8. Develop a high performing team of senior managers who work to key performance and quality indicators, who are empowered and are then held to account in terms of KPI contract delivery, C1 targets, quality and risk management standards.

9. Ensure beneficiary voices are heard and acted upon, through various forums.
10. Work with the Finance Department and Shaw Trust Corporate and Operational Support Teams to ensure Learning and Skills teams are furnished with timely, accurate, qualitative and appropriate information to manage and effect performance and quality improvements.
11. Work in partnership with Finance, Subcontracting Governance, Corporate and Continuous Improvement Directors to ensure the business is fully prepared re inspections, assisting as designate lead for key Inspection visits (OFSTED, MERLIN, Matrix etc.) as designated by the COO.
12. Be responsible for driving operations to meet internal and external quality requirements to achieve corporate quality objectives and to ensure all learners are able to progress, regardless of barrier.
13. To develop and maintain senior external stakeholder relationships for contracts.
14. To support the C Suite to win strategic new income streams as needed.

Planning & Strategy

1. As part of the Shaw Trust Group SLT and Ixion Management Board, to define the corporate strategy and direction for Learning and Skills on an annual basis, to ensure a robust business plan and strategy is developed and approved and which supports the Shaw Trust Group to achieve its strategic aims.
2. With the C Suite, to lead on developing and delivering the annual strategy and operational business plan for the Learning and Skills division.
3. Ensure that the prescribed business planning process is complied with to facilitate on-going development and delivery of Shaw Trust Group strategy and priorities across the business.
4. Translate the Shaw Trust Group strategy and corporate objectives into Learning and Skills action plans and budgets as part of the overall planning process.
5. Working with the Commercial department, drive forward innovation and the mobilisation of new revenue streams, providing operating models and solutions when required.
6. Working with the COO, liaise with stakeholders and partners to develop new models of working to add social value and reduce cost.
7. Measure success and customer satisfaction, constantly seeking to improve it by building customer feedback into planning for the OD's contracts and report as required to the Continuous Improvement Director on these issues.
8. Plan and drive forward a vision and culture of sales, commercial excellence and innovation to develop beneficial relationships with top levy paying employers, large corporate and public sector in order to support the progression of beneficiaries into and within progression employment.

Leadership and Risk Management

9. With the COO and Chief People Officer (CPO) to identify and nurture future leaders and succession plan across the division.
10. Demonstrate positive leadership in line with Shaw Trust values.
11. Challenge conventional approaches and drive forward change when needed to continuously improve what we do.
12. Work with peers in a supportive manner and demeanour across all divisions to ensure there is a visible senior interface across the Learning and Skills Division.
13. Support direct reports through objective setting, appraisals, talent management review and the agreement of personal development plans.
14. Provide support to lead any Inspections including but not limited to: OFSTED, MERLIN and Matrix as deemed by the COO.
15. Identify and record risks on the risk register and report through the COO to Shaw Trust Group Operational Review business process.
16. Ensure value for money activities are actioned, audits are managed, and audit recommendations are implemented in a timely manner.

Stakeholder Management

17. Act as an outstanding ambassador for the organisation, build strong relationships with customers, stakeholders and strategic partners
18. Attend key funding body contract negotiation / contract review meetings with the COO.
19. Establish and manage external contracting and partnership relationships to Shaw Trust Group standards within the contracts of the Division.
20. Establish and maintain an acute awareness of differing local, regional and national interests and agendas, including their partners, commissioners and key stakeholders.
21. Lead any relationship with main funding bodies, as agreed with COO.

Organisational Development

22. Support the COO in the development of an open, engaged, empowered and performance driven culture across the organisation.
23. Identify opportunities to grow the division and develop new products/ services that can be taken to market to build track record of delivery for future opportunities.
24. Working with all other Operational Directors, support the layering of funding contracts to ensure maximum value for the client / end beneficiary in their journey with the Shaw Trust Group by using all the divisional contracts.
25. Ensuring all Learning and Skills contracts operate to exceptional standards against the latest Education Inspection Framework / OFSTED criteria.
26. Contribute to the ongoing review and delivery of the Group's strategy.
27. Identify and build relationships in new markets that have significant potential for growth and that can be accessed by the business.

Governance

28. Through the Shaw Trust Group Boards, the Operational Review business process and the Learning and Skills Management Board structures, to drive an operational performance culture through the business.
29. Ensure there is sufficient management capacity and capability to deliver, monitor and manage performance.
30. Safeguard values and ensure the divisions' obligations to its customers and stakeholders are met.
31. Attendance at Operational Review Meetings (and Board Sub Committee meetings, as required) providing response to challenge and scrutiny to further improve the division, quality of delivery and the learner experience.
32. Ensure all operational activity is ethical, meets our vision & values and meets all regulatory and legislative duties.

Financial Management

33. Monitor the financial performance and key performance indicator performance on a regular basis for all contracts and hold C1 Managers to account for all monthly performance to budget and datums.
34. Ensure contracts are financially reforecast on a monthly basis to feed into the monthly Operational Review reporting processes for the Group in order to meet the agreed annual budget and forecast.
35. To work closely with the divisional Finance Business Partner and the COO to review financial performance of underperforming contracts to take corrective action where necessary.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's Prevent and Safeguarding policies and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about beneficiaries, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post, seniority or corporate requirement.

Person Specification

Job Title: **Operations Director for Learning and Skills**

(E = Essential D = Desirable)

Technical competency (qualifications and training) • Educated to honours degree level or equivalent work experience **(E)** • Be a full member of a professional body or willing to work towards membership. You will be able to provide evidence of continuous professional and personal development. **(E)**
Experience • Significant experience within a leadership role in a complex organisation. **(E)** • Strong track record of achieving and growing Learning and Skills contracts and operating results, financial targets e.g. C1, key performance indicators and business objectives delivered in contracts. **(E)** • Experienced at contributing to OFSTED inspections and driving the achievement of at least a Grade 2 outcome. **(E)** • Ability to demonstrate a proven track record of achievement at a senior level. **(E)** • Strong commercial acumen and project management capability. **(E)** • Track record of successfully managing significant and diverse (both in geography and attribute) staff teams, adhering to corporate policies e.g. HR, Health and Safety etc. **(E)** • Successful history of financial management, with responsibility for substantial budgets. **(E)**
Skills and Attributes • Experience of organisations going through significant positive change. **(D)** • Excellent written, numeracy, verbal and networking skills. **(E)** • Gravitas and leadership presence, and excellent presentation skills. **(E)** • The ability to work highly effectively cross functionally. **(E)** • Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required. **(E)** • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)** • Comfortable getting into detail as well as providing higher level strategic input. **(E)**
Personal qualities, communicating and relating to others • Flexible, adaptable and innovative. **(E)** • Demonstrable commitment to the purpose and values of Shaw Trust **(E)** • Excellent interpersonal and communication demonstrating the ability to convey complex messages clearly. **(E)** • Entrepreneurial and a team player, always looking to improve ways of working. **(E)**
Safeguarding • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**

• This post requires a Criminal Records Bureau disclosure at Basic Level **(E)**
Other • Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. **(E)** • Have an understanding of, and be able to, demonstrate a commitment to Equal Opportunities and Diversity. **(E)** • Evidence of continuous professional and personal development. **(D)**