

Job Description

Job Title: Apprenticeship Delivery Manager

Reports to: Head of Apprenticeships

Grade band: C

Location: Peripatetic role with travel across the country

Purpose

Our Apprenticeship Delivery Manager leads a team of Teaching Assessors in the provision of services to ensure effective deployment of resources and achievement of agreed financial and qualitative KPIs. Ensuring workflows are carried out / delivered in line with funding rules and that high-quality delivery standards are maintained. To provide expert support, information, advice and guidance to all staff, learners, and other stakeholders in relation to supporting all identified learners and assist in closing any achievement gaps across all groups of learners within Ixion. The Apprenticeship Delivery Manager acts as a lynchpin between all key roles involved in the customer journey ensuring progression is at the forefront of our delivery.

You will need to demonstrate high ethical standards, take personal accountability for everything you do, and always want to be the best. You must have excellent people management, communication, and customer service skills with the ability to analyse individual and team performance, identify remedial actions, and work with colleagues to implement improvements.

This is a peripatetic role which requires flexibility, personal drive and a commitment to exceeding contractual targets as well as the ability to produce comprehensive reports and statistical analysis of operational activity. This role will travel across the country.

Main Duties and Responsibilities

1. Working with the Head of Apprenticeships ensure close management of the profit and loss, forecasting, cost control, performance against budget. Ensure contractual specification is maximised in line with expected financial revenue targets and margins as per C1 accountabilities.
2. Utilise management information tools to monitor, analyse current performance for trends and best practice on a daily, weekly and monthly basis of operational staff involved in Apprenticeship provision. Ensuring that staff are motivated, developed, encouraged, and supported effectively.

3. Ensure effective performance management of staff within the team, setting appropriate and stretching performance targets and regularly reviewing performance, with interventions as necessary.
4. Carry out monthly caseload reviews in conjunction with the IQA for all Teaching Assessors to support driving progression of learners and identifying support areas to ensure apprenticeship success rates are maximised within each contractual year.
5. Deliver highly effective communications across the Teaching Assessor team . Ensure all staff are informed about key business priorities and the tasks and activities required to achieve these. Ensure team meetings and other activities take place in line with corporate governance.
6. Monitor Teaching Assessor use of electronic portfolio system to record learner interventions, reviews, uploading of work and required off the job training. Ensuring quality of learner information and integrity of data is accurately recorded and submitted efficiently to meet contractual requirements.
7. Monitor area specific progress against the ESFA accountability framework taking corrective action where appropriate.
8. To work collaboratively with the Head of Apprenticeships to ensure that operational areas are continuously prepared for external inspection/audit, and that all compliance, data validation and performance management/funding rules are adhered to.
9. Ensure all quality and compliance processes are fully adhered to mitigate risks to funding and success rates and to ensure Ixion achieves/maintains a minimum Grade 2 Ofsted standard.
10. Be responsible for the development and continuous improvement of your sector area, in line with the Education Inspection Framework and the Education Learning & Skills SAR/QIP process.
11. Contribute constructively to the development of our service delivery, suggesting and making improvements continually to enhance productivity, the customer experience, and the quality of our claims .
12. Mentor and support new and existing staff to ensure that wellbeing and performance are maximised, staff are supported to be the best and play their part in producing a high-quality customer experience.
13. Coach and develop others to meet and exceed the standards and quality of delivery, including encouraging and enabling personal development.
14. Ensure that you and your team work to the Groups vision, values, objectives, and priorities and are strongly committed to them.
15. Manage under performance in line with company guidance and ensure that action plans are developed, implemented, and actioned as needed.
16. Carry out ad hoc duties as and when required by the Company.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Understand and be committed to all personal responsibilities under Health & Safety, Prevent and Safeguarding procedures, and ensure that the policies are always adhered to.
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 safeguarding policy 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 a Diversity and Inclusion 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 clients, 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 always meet the requirements of the Data Protection Act
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Represent Ixion and The Shaw Trust Group in a professional manner on all occasions.
11. Strive to improve practice to be creative and innovate and work towards continuous improvement.
12. To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and externally.
13. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

<p>Person Specification</p> <p>Job Title: Apprenticeship Delivery Manager</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • NVQ Management Level 5 qualification or equivalent (E) • D32/33/A1 or equivalent training/assessment related qualification (D) • At least a L4 Teaching qualification or equivalent (E) • L2 or equivalent in Reform Functional Skills Maths, English & ICT (E) • Demonstrate up to date knowledge of Apprenticeship reforms including the Apprenticeship Levy, Apprenticeship Standards and End Point Assessment (E) • Up to date knowledge of Functional Skills reforms and impact on Apprenticeship provision. • Demonstrable evidence of continuous professional development (E)
<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 5 years' experience and knowledge of employer focussed contract performance and compliance and/or project management of publicly funded contracts (E) • Experience and knowledge of training and/or assessment delivery (E) • Experience of managing a remote team of teaching assessors (E) • Experience of managing a target driven team (E) • Sector knowledge and experience (D) • Experience in the delivery Maths and English (D) • Experience of using an e-portfolio system to manage performance (E) • Experience of the development of public sector tenders, proposals and presentations to maximise growth within the business (E) • Experience and knowledge of Government Funding streams and appropriate quality and compliance frameworks e.g., Education Inspection Framework and Matrix (E)

Skills and Attributes

- Self-management. Effective management of workload and caseload (E)
- Relationship management. Develop and maintain productive relationships with your Team, Management, Learners, and all key stakeholders (E)
- Customer and Employer focused – committed to understanding learner aspirations, supporting learner and employer needs (E)
- Proven ability in project planning and meeting time, cost, and quality targets (D)
- Able to monitor and maintain records (E)
- Competent in use of IT including Microsoft Word, Excel, and PowerPoint to intermediate user level (E)
- Working knowledge of all relevant legislation (E)
- Proficient networker within proven experience of making strategic connections with key stakeholders. (E)
- Experience of budget management. (E)
- Able to ensure contractual compliance and provide financial and performance information to agreed specification (E)

Personal qualities, communicating and relating to others

- Strong awareness and proactive approach to Health & Safety issues (E)
- Skilled in Customer and Employer liaison and relationship building(E)
- Ability to use initiative when required and take a problem-solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (E)
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and externally. (E)
- Strive to improve practice to be creative and innovative and work towards continuous improvement (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 Disclosure and Barring Service Check at an enhanced level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Willingness to travel across a geographical area as required. (E)
- Geographically able to work with learners in a required area (E)