Job Description

Job Title: General Manager

Reports to: Head of Service – Advanced Learner Loans

Location: Office based Lewisham

Purpose

Working closely with the Head of Service – Advanced Learner Loans to drive delivery to maximise opportunities for growth across the year. This role 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.

A performance driven role, with set KPIs that is key to gaining new starts every month and delivering the required C1 Contribution. With responsibility to identify and maintain relationships with key stakeholders i.e. employers, referral agencies, stakeholders, and customers throughout their time with Ixion. To actively market and promote our offer, ensuring right learner, right course and generating learner starts.

Work in collaboration with the rest of the Advanced Learner Loans team as well as teams across the learning and skills division to ensure delivery activity meets funding rules, performance, audit, and quality delivery standards and requirements.

Line Management responsibility for the operational staff in relation to this direct delivery.

Main Duties and Responsibilities

1. Ensure that contractual performance is maximised in line with expected financial revenue targets and margins as well as ensuring contractual deliverables are maximised.
2. Work to ensure that staff are providing outstanding teaching, learning and assessment, delivering excellent outcomes for all learning and skills provision above National benchmarks.
3. Work closely with the internal quality assurance and compliance team to ensure learners complete outcomes by planned end dates.
4. Undertake the necessary audit checks on projects to ensure paperwork and audit trail are accurate.
5. To complete regular performance reviews with the staff, ensuring performance measures are implemented where needed and monitored.
6. Develop and maintain excellent relationships with key customers and stakeholders ensuring needs are met and learners succeed.
7. Clearly understand the customer needs and ensure Ixion has the business model, delivery ability, resources, and ability to deliver at a consistently high level.
8. Oversee/ensure the safety and suitability of any premises Ixion staff work out of and by association all users of services relating to this area.

9. To keep all staff/ clients and stakeholders safe and secure while engaged with Ixion.
10. Deliver highly effective communications, ensuring the staff are informed about key business priorities and the tasks and activities required to achieve these.
11. Ensure operational staff submit accurate learner information for processing to shared service in a timely manner and action any anomalies in time for month end claims.

Other

1. Ensure that you work to the Shaw Trust Group's vision, values, objectives, priorities, and are strongly committed to them.
2. Understand and adhere to all responsibilities to ensure that the quality requirements of IXION 's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.
3. 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.
4. Work flexibly across offices, as and when directed by line managers.
5. To undertake any further training as identified in the Shaw Trust review procedures.
6. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
7. 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.
8. 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.
9. 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.
10. 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 meet the requirements of the Data Protection Act at all times.

11. 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.
12. Be aware of, promote and implement Shaw Trust’s Risk, Quality and Information Security Management Systems.
13. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
14. 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.

Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

All employees are required to demonstrate a number of core competencies

- Self-management – manage workload effectively
- Relationship management – develop and maintain productive relationships internally and externally.
- Customer focused – committed to understanding client aspirations, supporting their needs.

Technical competency (qualifications and training) (E)

- Proven experience of effective staff management in an education environment, to maximise performance and compliance of publicly funded contracts.
- Good knowledge of Advanced Learner Loans delivery and SLC processing.
- Working in a target driven environment, with proven ability to meet financial and performance KPIs.
- Flexible approach to the demands of the role and to achieve the required results.
- Good financial analytical skills including performance against targets and forecasting.
- Excellent communication, presentation, organisational and interpersonal skills, with the ability to problem solve and adapt and respond to various situations.
- Knowledge and experience of using and analysing ILR data for contract performance and compliance.
- Knowledge and understanding of appropriate quality and compliance frameworks e.g. Education Inspection Framework.
- Proven ability in supporting external audits, such as Ofsted, Matrix and ESFA
- Full driving licence and full access to the use of a car

Experience (E)

- Engaging and maintaining positive relationships with staff and learners (E)
- Monitoring and reporting against SMART Targets and KPIs (E)
- Coaching, mentoring and motivating staff (D)
- Using relevant systems to record stages throughout the learner journey individual progress and track through stages of enrolment. (D)
- Multi cross team working, to maximise processing and drive income simultaneously (E)
- Competent in use of IT including Microsoft Word and Excel to intermediate user level (E)
- Able to ensure contractual compliance and provide financial and performance information to agreed specifications (D)

Skills and Attributes

- Experience in Education & Skills Funding Agency - Adult Education contract performance and compliance and or project management of publicly funded contracts. E
- A background in workplace learning / advanced learner loans/ apprenticeships or business development. E
- Working in a target driven environment, with proven ability to meet financial and performance KPIs. E
- Flexible approach to the demands of the role and to achieve the required results. E
- Good understanding of the local labour market and employment issues. E
- Good communication, presentation, organisational and interpersonal skills, with the ability to problem solve and adapt and respond to various situations. E
- Knowledge and experience of using and analysing ILR data for contract performance and compliance. E
- Knowledge and understanding of appropriate quality and compliance frameworks e.g. Education Inspection Framework. E
- Proven ability in supporting external audits, such as Ofsted, Matrix and ESFA E
- Competent in use of IT including Microsoft Word, Excel, and PowerPoint to present comprehensive reports to senior management. E
- Full driving licence and full access to the use of a car D

Personal qualities, communicating and relating to others

- Represent IXION in a professional manner on all occasions. (E)
- Effective communication and organisation skills, leading and motivating staff in an education environment (E)
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- Resilience and ability to persevere in order to ensure learner commitment and sign up is achieved (E)
- Build positive relationships with internal and external stakeholders (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

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)