



**Job Title: GLA Contract Manager**

**Reporting to: National Operations Manager**

**Role Overview:**

To manage a regional based team to ensure effective deployment of resources and achievement of agreed performance and quality KPIs in line with Ensuring workflows are carried out / delivered in line with funding rules and that high-quality delivery standards.

To take direct operational responsibility for managing all delivery staff across the various learning programmes delivered within the region and impacted contract profiles.

To maintain systems and processes to ensure effective monitoring control and reporting in line with contractual requirements and Ixion Group 's Quality Assurance Framework

To maintain a safe working environment for all customers and staff

Develop key stakeholder relationships with local government, employers, referral agencies and appropriate funding bodies within the region.

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.

**Principle Accountabilities:**

- Ensure that contractual performance is maximised in line with expected financial revenue targets and margins as well as ensuring contractual deliverables are maximised.
- Working closely with C1 budget holder to drive relevant margins on various programmes.
- Work with the National Operations Manager and finance team to monitor financial performance of contracts.
- Deliver highly effective communications across the region and all sites, ensuring the staff are informed about key business priorities and the tasks and activities required to achieve these.
- To work to ensure that Skills Teaching Assessors are providing outstanding teaching, learning and assessment, delivering excellent outcomes for all learning and skills provision above National benchmarks.



- Operate on a day to day basis, the smooth, safe and efficient running of the contract that does not compromise the business and fully satisfies (within agreed financial parameters) the contract customer needs.
- Ensure that the operational delivery teams fully adhere to and operate to the agreed Quality Standards set by stakeholders and according to Ixion's Quality Assurance Framework.
- Ensure all 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.
- Ensure that all systems comply with all audit requirements.
- Undertake the necessary audit checks on projects to ensure paperwork and audit trail are accurate.

#### **GENERAL RESPONSIBILITIES:**

- Ensure that you work to the IXION 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 IXION's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all IXION 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 a number of core competencies

- Self management – manage workload effectively within agreed region.
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, delivery partners and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.

### **Attitudes & Behaviours**

- Represent IXION 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**

- Experience in Employer Responsive contract performance and compliance and or project management of publicly funded contracts
- Up to date knowledge of Apprenticeship reforms including the Apprenticeship Levy.
- Up to date knowledge of Traineeship delivery and Adult Education provision.
- Knowledge and experience of Skills Funding Agency funding guidance and requirements.
- Experience of assessing documents for compliance with contractual requirements and in reporting findings both verbally and written.
- Proven experience in contract and target delivery.
- To provide management and direction to all operational staff within the delivery contract, ensuring staff are motivated, developed and supported effectively.
- A background in workplace learning / apprenticeships or business development.
- Experience of curriculum planning and the deployment of staff and other resources.
- Good planning and contract performance and compliance skills
- Knowledge and experience of using and analysing ILR data for contract performance and compliance
- Proficient networker with proven experience of making strategic connections with key stakeholders.
- Experience of leading and motivating other staff in an education environment
- Experience of complex budget management.
- Knowledge and understanding of appropriate quality and compliance frameworks e.g. Common Inspection Framework and Matrix
- Proven ability in supporting external audits, such as Ofsted, Matrix and ESFA



- Able to monitor and maintain records in accordance to GDPR legislation.
- Competent in use of IT including Microsoft Word, Excel and PowerPoint to present comprehensive reports to senior management and at board level.
- Knowledge of Government Funding streams including ESFA, JCP, DWP, and private funding etc.
- Working knowledge of H&S legislation and employment law
- Skilled in customer and employer engagement liaison

#### **Desirable**

- Understanding of market analysis techniques and how to develop growth strategies and increase market share.
- Sound knowledge of the construction Industry with demonstrated track record of skills delivery and business growth.
- Trade or management experience within the construction sector
- Experience of working in a changing business environment, autonomously, and the ability to work to deadlines and meet targets
- Full driving licence and full access to the use of a car

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IXION is committed to safeguarding and promoting the welfare of all learners/customers and expects staff to share this commitment.

All Roles will require an enhanced DBS Disclosure check due to the nature of the work to be undertaken.