

## Job Description

**Job Title: GLA Contract Manager**

**Reports to: National Operations Manager**

### Purpose

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.

### 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. Working closely with C1 budget holder to drive relevant margins on various programmes.
3. Work with the National Operations Manager and finance team to monitor financial performance of contracts.
4. 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.

5. 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.
6. 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
7. 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.
8. 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.
9. Ensure that all systems comply with all audit requirements.
10. Undertake the necessary audit checks on projects to ensure paperwork and audit trail are accurate.
11. Ensure that you work to the Shaw Trust Group's vision, values, objectives and priorities and are strongly committed to them.
12. Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw Trust's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.
13. Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times.
14. 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.
15. 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.
16. Strictly adhere to all Shaw Trust processes and procedures.
17. 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.
18. Work flexibly in the field and across offices, as and when directed by line manager.
19. As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post

## Other

20. To undertake any further training as identified in the Shaw Trust review procedures.
21. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

22. 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.
23. 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.
24. 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.
25. 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.
26. 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.
27. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
28. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
29. 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><b>Person Specification</b>  <b>Job Title:</b>          (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Up to date knowledge of Apprenticeship reforms including the Apprenticeship Levy.</li> <li>• Up to date knowledge of Traineeship delivery and Adult Education provision</li> <li>• Knowledge and experience of Skills Funding Agency funding guidance and requirements</li> <li>• Knowledge and understanding of appropriate quality and compliance frameworks e.g. Common Inspection on Framework and Matrix .</li> <li>• Proven ability in supporting external audits, such as Ofsted, Matrix and ESFA</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in Employer Responsive contract performance and compliance and or project management of publicly funded contracts</li> <li>• Experience of assessing documents for compliance with contractual requirements and in reporting findings both verbally and written.</li> <li>• Proven experience in contract and target delivery .</li> <li>• Experience of curriculum planning and the deployment of staff and other resources</li> <li>• Experience of leading and motivating other staff in an education environment</li> <li>• Experience of complex budget management.</li> <li>• Experience of working in a changing business environment, autonomously, and the ability to work to deadlines and meet targets</li> <li>• Experience of providing management and direction to all operational staff within the delivery contract, ensuring staff are motivated, developed and supported effectively.</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• A background in workplace learning / apprenticeships or business development.</li> <li>• Good planning and contract performance and compliance skills</li> <li>• Proficient networker with proven experience of making strategic connections with key stakeholders.</li> <li>• Competent in use of IT including Microsoft Word, Excel and PowerPoint to present comprehensive reports to senior management and at board level.</li> <li>• Able to monitor and maintain records in accordance to GDPR legislation</li> <li>• Trade or management experience within the construction sector</li> </ul>

## Personal qualities, communicating and relating to others

- Represent Shaw Trust 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.
- Knowledge and experience of using and analysing ILR data for contract performance and compliance.
- 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
- 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.
- Full driving licence and full access to the use of a car

## 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 a XXXXXX level (E)

## Other

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