

## **Job Description**

<b>Job Title:</b>	<b>Senior Centre Manager</b>
<b>Reports to:</b>	<b>Group Head of Curriculum</b>
<b>Salary Range:</b>	<b>£35,000 to £40,000 per annum</b>
<b>Location:</b>	<b>Home based with UK wide travel</b>

### **Purpose**

Working within the Operational Support Service in collaboration with operational colleagues across Shaw trust to ensure the business has full approval to deliver all required qualifications across all contracts and programmes areas. Working closely with the Group Head of Curriculum to develop a strategic partnership working with Awarding Organisations.

Compare and contrast awarding body qualification offer and work with the Group Head of Curriculum to drive the most cost-effective qualification costs to contribute to organisational requirements.

Establishing links with all current Shaw Trust provision and their partners to develop and maintain the appropriate provision to meet the needs of each sector

Manage the Centre Managers through the implementation and monitoring of a robust quality checking regime, ensure all programme delivery across Shaw Trust is to a high standard and that expected of awarding organisations, Ofqual, Ofsted and other external quality assurance and end point assessment organisations.

Acting as a champion to continuously support wider curriculum team to foster a collaborative culture across Shaw Trust in order to support operational teams to meet and exceed expectations in line with the Shaw Trust Strategic Directive 2030.

### **Main Duties and Responsibilities**

Work closely with Group Head of Curriculum to manage and strengthen relationship with all Awarding Organisations ensuring the business needs are met and identify strategic partnership working.

1. Line managing Centre managers and resource Co Ordinator across Shaw Trust. To support Centre Managers to develop and grow their skills and their sectors in line with business need and the needs of the wider Shaw trust and their partners

2. Ensure Centre managers have highly effective and SMART Awarding Organisation development plans for all sectors that are being delivered
3. Support Centre Managers to develop future strategies and plans for their sectors to anticipate future needs
4. Lead and develop plans to continually drive up the standard of assessment and internal quality assurance across the business and all programmes
5. . Produce a monthly top-level report on the status of all qualifications across the Group using robust processes and monitoring trackers.
6. Collate monthly reports from Centre managers across Shaw Trust and produce a detailed report for Group Head of Curriculum on all provision for SMT.
7. Responsible for all document control to ensure a robust process is in place for awarding body approvals, registration request, certification requests, curriculum request process, Claims process and any other process that will add value to the high standards of centres across Shaw Trust.
8. To monitor, review and maintain all policies and procedures relating to the management of the centre(s) in accordance with the requirements of Awarding organisations and ensure that these are submitted to the SMT for ratification in a timely manner
9. To ensure that up-to-date records for all staff are kept available for inspection as required by the Awarding organisations including CPD logs, Certificates and CV's
10. Monitor centre managers to ensure timely approval of new qualification requests in line with developing curriculum standards and the introduction and design of new standards
11. Visit all provision annually in order to produce a high-level quarterly report to identify trends that are highlighted in Awarding Organisation visit reports to feed into operational improvements.
12. Produce Quarterly reviews to monitor the timeliness of qualification registrations to ensure they meet Awarding Organisation standards .

13. Work with Group head of Customer Service to manage any complaints from learners regarding certification and qualification queries to reach a satisfactory and speedy resolution.
14. Work with the Group Head of Curriculum, to drive down costs with all Awarding Organisations to ensure budgets are not breached through additional costs. .
15. Provide and monitor a competency framework for all staff to ensure they have the necessary qualifications and experience to meet the requirements of all Awarding Organisations
16. Create a staff matrix to ensure all Assessors and IVs have the correct qualification levels as identified through the Staff Training Pathways, providing support and development as required to attain these qualifications.
17. Produce a quarterly report of the ongoing quality of Assessor and Internal Quality Assurer outputs so that trends can be identified. Feed this into the report provided to Group head of Curriculum for SMT.
18. Implement an agreed schedule of standardisation meetings across Shaw trust, for all qualifications and levels to drive best practise in assessment and internal verification.
19. Working with the Group Head of Curriculum, ensure all areas are always “inspection ready” to maintain the current Ofsted grade 1.
20. Ensure there is an effective system for the maintenance of all centre files and records to meet Awarding Organisation standards across all the centres .
21. Ensure all partner due diligence and onboarding activity relating to this area has been signed off and is monitored in line with ISO9001
22. Contribute to the content of the Curriculum Intent strategy, content of the Self-Assessment Report and Quality Improvement plan. and ensure all actions are completed within appropriate deadlines.
23. Monitor and improve delivery of all provision across all of Shaw Trust and their partners to ensure timely completion of learners and drive up success rates
24. Work in partnership with all provision to ensure that there are suitably qualified/competent staff available to meet the needs of the needs of the business and that of the Awarding organisations

**25. Other**

1. Actively promote and strive towards the vision, mission, commitment, and values of the Shaw Trust Strategic Directive 2030, in all aspects of the job role.
2. To undertake any further training as identified in the Shaw Trust review procedures.
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 an Equality and Diversity Policy and it is the responsibility of all staff to work within the guidelines of the policy. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality of 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.

## Person Specification

### Job Title: Approved Centre Manager

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• A1, IQA and EQA qualifications <b>(E)</b></li> <li>• Law related qualification <b>(D)</b></li> <li>• Significant experience of working directly with a number of awarding bodies <b>(E)</b></li> <li>• Significant experience of running more than one approved centre at the same time <b>(E)</b></li> <li>• Excellent time management, organisational and communication skills <b>(E)</b></li> <li>• Experience of working with complex remote teams via technology when appropriate <b>(E)</b></li> <li>• Excellent working ability across MS programmes <b>(E)</b></li> <li>• Experience of delivering/managing the delivery of apprenticeship standards <b>(E)</b></li> <li>• Experience in managing a team <b>(E)</b></li> <li>• Management qualification <b>(E)</b></li> <li>• Teaching qualification to at least level 4 <b>(D)</b></li> </ul>
<p><b>Experience and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Experience/knowledge of operational delivery and quality management within education and training sectors (ideally covering-Children's Services &amp; Homes, Apprenticeships, Adult Learning, Learning Loans, Traineeships, Supported Internships, Justice, Health &amp; Wellbeing, Independent Advice and Guidance Social Enterprise, National Career Services contracts and other commercial provision). <b>(E)</b></li> <li>• Demonstrable experience of successfully working to targets. <b>(E)</b></li> <li>• Experience of supporting, motivating and engaging others. <b>(E)</b></li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. <b>(D)</b></li> <li>• Experience of effective performance management. <b>(E)</b></li> <li>• Knowledge of quality assurance and service improvement approaches. <b>(E)</b></li> <li>• Experience of ISO 9001 and Investors in People. <b>(E)</b></li> <li>• Experience of Ofsted regulatory requirements. <b>(D)</b></li> <li>• Experience of Matrix and Merlin standards. <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to work flexibly to cope with the varying demands of the role and achieve desired results. <b>(E)</b></li> <li>• Experience of influencing in a complex change environment <b>(E)</b></li> <li>• Proven experience of making presentations to stakeholders with success in delivering messages effectively. <b>(E)</b></li> <li>• Ability to motivate and communicate with staff to translate complex Awarding Organisational criteria. <b>(E)</b></li> <li>• Ability to identify and assist with, the requirement for and design of training to support teaching and learning . <b>(E)</b></li> <li>• Ability to support lead IQA to support IQA staff on the development of</li> </ul>

<p>improvement plans for staff.. (E)</p> <ul style="list-style-type: none"> <li>• A motivational, flexible and problem-solving approach. (E)</li> <li>• Excellent presentation and communication skills at all levels, verbal and written. (E)</li> <li>• Skilled in negotiating and influencing discussions. (E)</li> <li>• Excellent organisational and time management skills demonstrating ability to produce work to high quality standards. (E)</li> <li>• Ability to work on own initiative and within a team . (E)</li> <li>• Good IT skills, including competent use of MS Word, PowerPoint, Excel, Visio, Teams . (E)</li> <li>• Good attention to detail, English writing skills, report writing and planning skills. (E)</li> <li>• Skilled in analysing and reporting on data. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Positive attitude to equality within employment. (E)</li> <li>• Flexible, adaptable and innovative. (E)</li> <li>• Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)</li> <li>• This post requires a Disclosure and Barring Service check atBasiclevel. (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)</li> <li>• Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. (E)</li> </ul>