

Job Description and Person Specification

Coventry Alternative Provision Quality Monitoring Officer

Job Details	
Grade	7
Service	Coventry Alternative Provision (part of Education Entitlement and Enrichment)
Location	One Friargate, Station Square, Coventry, United Kingdom (Incl. Northern Ireland)
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ol style="list-style-type: none"> 1. To take a lead role in ensuring the effective co-ordination and monitoring of Coventry Alternative Provision (CAP) provision. 2. Play a lead role in monitoring the quality of provision in line with the CAP Quality Review process and ensuring compliance with contractual requirements. 3. Ensuring that students are receiving personalised support and that their needs are being met when accessing CAP. 4. Act as key role in the monitoring of all data systems to ensure they are effectively managed and accurate, ensuring compliance with attendance, safeguarding and progress of students. 5. Act as a Designated Safeguarding Lead; develop and lead on the delivery of training sessions for professionals.

Main Duties & Key Accountabilities

1. Deputising for Operations Lead, ensuring service area is professionally represented and staff are supported fully.
2. Leading on monitoring and line management of administration staff to ensure all data systems to ensure are accurate, ensuring compliance with attendance, safeguarding and progress.
3. Producing termly Course Impact Reviews for all courses within the CAP framework reporting on course type, attendance, progress, safeguarding, and behaviour.
4. Leading the Admin team, to ensure that Termly Progress School Reports are being produced and sent for all students accessing Core Pathway programmes.
5. Supporting Monitoring Officers with caseloads as and when required.
6. Leading on the Provider Termly Monitoring and Quality Review process' and report any concerns to CAP Operations Lead.
7. Developing, overseeing and monitoring the CAP website and CAP Directory so that it can be utilised by Schools to enable the correct course selection for students.
8. Supporting CAP Operations Lead to develop a strategic plan to ensure continued trading with schools and that the team is able to meet demand and provide a successful range of services. Considering and reporting new areas of demand on the framework and identify new training providers to CAP Operations Lead.
9. Promoting and marketing the CAP service to schools and providers, actively seeking new custom.
10. Developing and hosting training sessions for professionals when required.
11. Liaising with the Admin team to oversee the student referral process, ensuring the applications are managed efficiently, effectively and in line with process.
12. Supporting Monitoring Officers with attendance and behaviour meetings when required.
13. Supporting and contributing to reviews of the Quality Review process and service policy renewals in line with National guidance.
14. Ensuring that stake holder surveys are developed, issued termly, collated, and summarised to gain feedback.
15. Overseeing student experience through leading and supporting the CAP service Monitoring Officers to develop opportunities for students to engage in, including enrichment activities, educational visits and holiday sessions when required.
16. Managing admin to ensure all new stakeholder representatives within the collaboration are granted access to systems and offered adequate training.
17. Meeting with new schools once they have referred students to deliver a thorough induction to CAP and outline their responsibilities.
18. Supporting Monitoring Officers in ensuring all termly student reports are produced and quality checked.
19. Prompting Training Providers to complete all admin tasks on CLM inclusive of Initial Assessment results and qualification reviews.
20. Acting as a contact for Training Providers and Schools to respond to any queries regarding CAP.
21. Being available to attend training provider delivery centres if an emergency arises and support is required. Supporting CAP Operations Lead with the organisation and implementation of marketing and networking events.
22. Supporting with the development and coordination of service events.
23. Liaising with admin ensure all end of year student qualification evidence is collated, recorded and distributed efficiently.
24. Supporting the CAP Operations Lead with budget forecast preparations and in monitoring specific budget spend.
25. Acting as the main contact for the safeguarding team, supporting colleagues, training providers and schools in processes and ensuring these are all in line with CAP policies and Keeping Children Safe in Education.
26. Any other duties and responsibilities within the range of the salary grade

Key Relationships			
External:	Training Providers and Schools	Internal:	Educational Services (Virtual School, SEND and Attendance and Inclusion)

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
<p>Senior Administrator</p> <p>Apprentice Administrator</p>

Person Specification	
Requirements	
Knowledge	Understanding of Alternative Provision Guidance and school/local authority statutory duties.
Knowledge	Awareness of statutory procedures around safeguarding, child protection and Keeping Children Safe in Education (KCSIE)
Skills And Ability	Strong interpersonal and engagement skills
Skills And Ability	Competence in the use of ICT and databases, including the ability to analyse data and develop reports.
Skills And Ability	Able to communicate effectively, verbally, in written communications and by using ICT and to relate well to a wide range of people.
Skills And Ability	Able to effectively lead/chair and apply negotiation skills within multi-agency settings with schools, parents/carers, training providers and other agencies

Skills And Ability	Ability to ensure statutory and legal duties are adhered to whilst being able to empathise with others and enable them to find ways forward in difficult situations.
Skills And Ability	Able to develop positive working relationships with professionals from diverse disciplines
Experience	A proven track record of working within an education setting within a local authority, education service, school, or FE College.
Experience	Experience of working collaboratively with other agencies
Experience	Experience of working with schools in an advisory or consultative capacity.
Experience	Experience of supporting young people who may experience barriers to learning.
Qualification	A degree or equivalent professional qualifications and experience
Special Requirements	<p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p> <p>Must be willing to work in a multi-cultural environment.</p> <p>Must be willing to undertake training and attend relevant courses.</p> <p>Must be flexible and willing to travel to multiple sites.</p> <p>Must be committed to personal and professional development.</p> <p>Must be committed to equal opportunities.</p> <p>Car Driver desirable</p>

Declaration			
Reviewed/Created By:	Donna Wood		
Job Title:	CAP Operations Lead	Date:	21/03/2025