

Job Description and Person Specification

Role: Senior Curriculum and Operations Manager – Learner Support Services



Job Description

Job Title	Senior Curriculum and Operations Manager – Learner Support Services
Grade	10
Service	Adult Education
Reports to	Adult Education Skills and Strategic Lead
Location	Southfields Old School / Broad Street centre / Telfer Road
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

- Responsible for the overall leadership and management of a range of:
 - Adult Education Life Skills area, and
 - **Adult Education service wide functions, specifically business, quality, information systems and administration resource.**

Main Duties & Key Accountabilities

Core Knowledge

1. Support the Senior Lead – Adult Education in establishing a vision for the future of the service and communicating that vision to staff, learners, and other stakeholders.
2. Play a leading role in the service improvement planning process.
3. Contribute to the Service's self-assessment process, including devising and monitoring action plans and other policy development.
4. Be an excellent, positive role model, exemplifying high standards and promoting high expectations for all staff and stakeholders especially when implementing change and improvements in standards, and business processes.
5. Promote a culture of inclusion within the service where all views are valued and taken account of, including those of learners, staff, key stakeholders, and the city.

Leadership

6. Assist the Senior Lead – Adult Education in developing effective links with relevant funding organisations, education providers and agencies that support adult learning in Coventry.
7. Co-ordinate a joined-up service improvement planning process across areas of responsibility, which contributes to a coherent, wider service plan and takes account of service users' views.
8. Lead and manage the day-to-day effective organisation and running of designated curriculum area and service functions, including marketing and service wide curriculum planning, ensuring all activity is learner-focused and supports learners to achieve and progress.
9. Be a positive role model for both staff and learners in terms of being reflective and demonstrating a desire to improve and learn.
10. Manage own workloads and delegate effectively to meet deadlines.
11. Work flexibly to support the workloads of colleagues in the senior leadership team and across the wider leadership team.
12. Operational management of curriculum area and service functions.
13. Manage the selection and appointment of staff in areas of responsibility.

14. Ensure that consistent, robust staff induction and performance management arrangements are in place across areas of responsibility and continuous improvement is a priority for all staff.
15. Work closely with the Senior Lead – Adult Education in ensuring an appropriate programme of professional development is provided for all staff, in line with the Service development plan and performance management outcomes.

Financial Management

16. Ensure the effective and efficient management of any budgets allocated to support service delivery, including venue management contracts.
17. Work with the Senior Lead – Adult Education on service-wide operational financial matters.

Safeguarding

18. Manage aspects of Safeguarding for the aligned team Service and ensure that effective Adult Safeguarding practices are adhered to in all the work of the service.
19. Ensure all staff are fully conversant with and are following Safeguarding policies, practices, and procedures.
20. Ensure all learners are aware of the service's Safeguarding processes and how to report any safeguarding concerns

Communicating the work of the service

21. Lead the marketing and promotion of the service, ensuring that the work of the service is represented and promoted effectively at local, regional, and national level, as appropriate.
22. Ensure that communications with stakeholders, including community organisations running venues where the service delivers courses, are managed effectively across the service.
23. Co-ordinate effective handling of complaints and compliments within the service.
24. Ensure the effective dissemination of information and the maintenance of agreed systems for internal communication.
25. Be an effective member of the senior leadership team, supporting all service initiatives

Securing accountability

26. Lead the Service's approach to Equality, Diversion and Inclusion, supporting staff and other key stakeholders in fulfilling their responsibilities with regard to inclusion.
27. Contribute to the reporting of service performance to stakeholders, the community, and partners.

Specific tasks

28. Lead the Service's Management Information activities, ensuring compliance with funding rules, both ESFA, and WMCA, disseminating and guiding others within the service to implement effective and efficient systems and processes.
29. Ensure the Service's Individual Learner Returns (ILR) meet funding expectations in a timely manner and the information is accurately and securely maintained with efficiency of process.

Council.

- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Funding bodies – ESFA / WMCA / DfE DWP – Job Centre Plus NCS / Prospects Community partners City-wide independent Training Providers Local Colleges HOLEX ACLA	Internal Employment and Skills Business, Innovation and Culture, Curriculum delivery Managers Education and Skills Area Lead Managers Management Information Managers Adult Education – Senior Leadership
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Standard information

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: Business and Quality Manager MIS and Exams Manager Education and skills area lead – Life Skills Venues and Marketing Manager Enabling Access – Learner Support Manager

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Substantial knowledge and understanding of adult education funding streams. 	
<ul style="list-style-type: none"> • Substantial knowledge and understanding of ESFA funding streams for 16-19-year-olds and 19-24-year-olds with and EHCP. 	
<ul style="list-style-type: none"> • Substantial knowledge of strategies for successfully planning and organising inclusive learning programmes. 	
<ul style="list-style-type: none"> • Knowledge of national Safeguarding and Protection of Vulnerable Adults requirements, issues, and implications for the Service. 	
<ul style="list-style-type: none"> • Knowledge and understanding of Equality, Diversity, and Inclusion as relevant to adult education. 	
<ul style="list-style-type: none"> • Ability to use and manage data effectively in setting targets 	
<ul style="list-style-type: none"> • Knowledge of Ofsted inspection framework and implications for adult education 	
<ul style="list-style-type: none"> • Understanding of the role of management in monitoring effectiveness and maintaining a climate for review and evaluation 	
<ul style="list-style-type: none"> • Understanding of the management of change and its implications 	
Skills and Abilities	
<ul style="list-style-type: none"> • The ability to motivate and inspire staff and service users to strive for excellence 	
<ul style="list-style-type: none"> • Ability to lead and manage a range of curriculum areas and provision operating under different funding methodologies 	
<ul style="list-style-type: none"> • Ability to lead and manage service-wide curriculum planning that generates a learning offer that attracts diverse learners from areas/groups with highest needs. 	
<ul style="list-style-type: none"> • Ability to lead and nurture the professional development of staff, including conducting staff induction and performance management effectively 	
<ul style="list-style-type: none"> • Ability to lead-manage the aligned teams Safeguarding function and EDI implementation. 	
<ul style="list-style-type: none"> • Ability to lead the Service's implementation of funding strategies to effectively meet stakeholder needs 	
<ul style="list-style-type: none"> • Ability to manage budget for areas of responsibility. 	
<ul style="list-style-type: none"> • Ability to support, monitor, challenge and evaluate the effectiveness of the learning programmes provided through the Skills for Life strategy. 	
<ul style="list-style-type: none"> • Excellent communication skills (oral and written, including use of ICT) and ability to work co-operatively with team members and deal effectively with a wide range of stakeholders and situations. 	

<ul style="list-style-type: none"> • Ability to organise and chair meetings involving a range of stakeholders.
<ul style="list-style-type: none"> • High level organisational skills and the ability to meet demanding deadlines.
<ul style="list-style-type: none"> • Ability to contribute to the development of service policies, strategies, and bids for external funding.
<ul style="list-style-type: none"> • Ability to lead the Service's marketing and communications strategy.
Experience
<ul style="list-style-type: none"> • Recent, relevant, and successful team/service leadership experience within Adult Education, covering a range of curriculum types, including skills funded and Community Learning provision.
<ul style="list-style-type: none"> • Successful experience of managing and/or developing the practice of others, including, organising staff development, induction, and performance management.
<ul style="list-style-type: none"> • Experience of successful liaison and close working with a range of community-based organisations and other agencies and services
<ul style="list-style-type: none"> • Successful experience of planning and developing inclusive curriculum that attracts learners from diverse backgrounds and communities with highest needs.
<ul style="list-style-type: none"> • Experience of promoting adult education provision to a wide range of audiences using a range of methods, including social media
<ul style="list-style-type: none"> • Experience of developing strategies, policies, procedures and bid writing in an adult education setting
Qualifications
<ul style="list-style-type: none"> • Qualified Teacher Status and/or other relevant high level professional qualification(s)
<ul style="list-style-type: none"> • Evidence of commitment to own ongoing professional development
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>

Date Created	December 2023	Date Reviewed	
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