

Job Title: Centre Manager

Job Purpose: To oversee the daily operations of the centre, team and directly delivered learning programmes, ensuring we provide a high-quality learning environment and experience for all our apprentices, learners and employers, adhering to all quality and compliance requirements, maintaining organisational ethos and values and supporting financial growth.

Reports to: Director of Operations

Key Responsibilities:

- Ensure the centre offers a high-quality learning experience for our apprentices, learners and employers and meets awarding and funding body requirements;
- Line management of the centre's Programme Tutor Assessors (PTAs), ensuring agreed programme delivery is implemented, through effective performance management, providing support and development that leads to continually improving teaching, training and assessment practice;
- Line management of the centre's engagement team, ensuring learners and employers are engaged, through effective performance management, providing support and development that leads to achievement of recruitment and income targets;
- Line management of the centre's Receptionist and Administration Assistant, providing support and development to ensure their responsibilities are implemented;
- Support the Head of Quality, Compliance and Curriculum to ensure organisational quality control and quality assurance arrangements are fully implemented across learning programmes, including:
 - curriculum planning and development across all learning programmes
 - observation of teaching, learning and assessment of all learning programmes
 - internal and external learning and programme evaluation, moderation, and verification, including standardisation meetings
- Support the Designated Safeguarding Lead (DSL), undertaking the role of Deputy DSL (DDSL) for the centre, to ensure implementation of the organisational Safeguarding Policy and management of learner health, safety and wellbeing, including:
 - deputise for the DSL and other centre's DDSL in their absence and share workload of managing complex safeguarding cases, disclosures and referrals
 - help ensure the centre meets all legal obligations outlined in Keeping Children Safe in Education (KCSiE)
 - handle disclosures and liaise with external agencies, including local authorities, social services and the police
 - promote a safe, inclusive environment where learners and team members feel confident raising concerns
 - maintain accurate, confidential and secure safeguarding records

- Monitor and review the provision of resources (human, physical and material) to meet requirements, advising the Director of Operations of additional requirements in a timely manner;
- Ensure directly delivered learning programmes provide stretch and challenge for learners to increase their skill levels and achieve timely learning outcomes;
- Monitor the progress apprentices and learners are making towards their targets to achieve all outcomes of their learning programme and that progress reviews are conducted effectively and timely;
- Ensure Careers Education, Information, Advice and Guidance (CEIAG) is provided to apprentices and learners throughout the learner journey;
- Ensure apprentices are fully prepared to succeed at their end-point-assessment;
- Ensure apprentices and learners are provided with support to achieve their learning aims, including access to the 16-19 Bursary Fund and the provision of additional learning support to all apprentices and learners with learning difficulties and/or disabilities, as required;
- Co-ordinate delivery timetables, ensuring all activity is planned and recorded, and timetables are updated on Outlook and training room doors in centre;
- Ensure the professional and safe operation of the centre, presenting a professional image at all times, including:
 - general housekeeping – ensuring the centre is clean and tidy
 - implementation and compliance with all health and safety requirements for the centre
 - maintenance of office equipment and environment and facilitate necessary repairs
 - maintenance of office stationery and supplies
- Maintain up to date knowledge of funding requirements;
- Support the preparation for internal and external audit, review, and Ofsted Inspection;
- Support the implementation of technology and software solutions to integrate with effective delivery of teaching and assessment;
- Support the organisation of internal and external meetings and events, ensuring necessary resources are available (including minute taking);
- Deal with external queries, providing effective customer service;
- Treat confidential information correctly;
- Communicate effectively with team members and ensure that problems are highlighted and actioned efficiently;
- Operate information technology effectively, including *Microsoft Office*;
- Maintain accurate records of all activities, including production of reports and provision of information to inform planning, development and support activity;
- Ensure that all your correspondence from the organisation is of the required standard and tone.

These duties and responsibilities form the main part of this Job Description, however, the employer reserves the right to vary and/or change some or all of the above to meet the needs of the organisation.

The post holder will support the implementation of organisational Equality, Diversity & Inclusion, Health & Safety and Safeguarding Policies. The post holder is required to adopt a personal responsibility to ensure their own and their colleague's health and safety. The post holder will follow all organisational policies and procedures in relation to this role and contribute to their review and development.

The post holder will be committed to their own personal development including, where appropriate, undertaking the required CPD to maintain professional status.

Key Objectives:

- Maintain high-quality standards across all directly delivered learning programmes;
- Manage the development of the direct delivery of learning programmes and provision to ensure contract and funding opportunities are maximised;
- Achieve targets in relation to learner recruitment, attendance, retention, achievement and progression rates across all directly delivered learning programmes;

Person Profile:

Qualifications

The post holder would hold or be required to work towards a level 5 management qualification. Additionally, a teaching/training qualification, together with assessor and internal verifier awards (D32/33/A1/D34/V1) would be beneficial.

Experience, Knowledge and skills

- Ability to manage a team and develop working relationships with a wide range of people from different learning environments;
- Experience of work-based learning programmes and structure, particularly apprenticeship standards and 16-19 education programmes;
- Experience and knowledge of management within an education/learning and development/training environment
- Knowledge of funding, audit and inspection requirements;
- Strong leadership, communication and organisational capability, budget, contract, problem solving and project management skills;