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| **Job Details** | July 2021 |
| **Job Title** | Programme Manager |
| **Department** | Operations |
| **Reporting to** | Operations Manager |
| **Direct Reports** | Yes |
| **Location** | Tredomen Gateway, Tredomen, Ystrad Mynach, Hengoed CF82 7EH. |
| **Hours of Work** | 8.30am – 4:30pm  The standard hours will be 37.5 per week but the nature of the role will, on  occasions, require working in excess of these hours to ensure core objectives are achieved. This may include evening and weekend work. |

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| **Purpose of Job / Company Values** |  |
| To manage a vocational team delivering the full apprenticeship framework within a Work Based Learning (WBL) environment. To lead, manage and drive the achievement of the business objectives set out in the business plan. Responsible for learners working within a range of subject areas, leading on innovative delivery models that genuinely meet the needs of both learners and employers. Supporting with business development to build effective relationships with key employers and ensuring timely induction of new apprentices onto programme.  To performance manage, coordinate and deploy staff. Manage vocational teams to a high  standard and embed a strong team spirit to promote sharing of best practice and areas of excellence | |

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| **Key Responsibilities / Accountabilities** |  |
| * Full responsibility for the performance of your team against clear company KPIs. * Manage the apprenticeship journey from recruitment to completion of framework. * Monitor and evaluate learner tracking and operational systems to ensure timely completion of programmes * Manage budget responsibility for forward revenue and expenditure within your team in line with agreed budget * Strive for optimum delivery at all times * Monitor and evaluate learner tracking and operational systems to ensure timely completion of programmes * Achieve agreed team targets in line with the company’s vision and values * Actively manage teams’ caseloads in line with planned in learning contract number * Effective line management of team to include regular one to one performance review meetings, effective annual appraisals, managing underperformance within vocational team in line with company procedures * Ensure compliance to systems and processes mitigating audit risk from fund holders * Collect, evaluate and implement interventions to respond to vocational team, learner and employer enquiries * Work in partnership with other managers to ensure effective, timely development and delivery of learning programmes within Work Based Learning (WBL) * Working in collaboration with all other departments to ensure effective relationships are   maintained with external partners/associates/stakeholders | |

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* Ensure that staff within the team are kept up-to-date with companywide and external issues
* Represent Educ8 on a range of cross departmental working groups and at internal and external meetings
* Possess a commitment to continued professional development and a willingness to explore opportunities for further development
* Elements of the role may involve working with adults at risk, children and young people in an educational setting.
* Reviewing the safeguarding and wellbeing of learners and escalating through the appropriate process where required.

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| **Personal Qualities** |  |
| * Ability to promote the Company values and behaviours and lead by example * Ability to express ideas succinctly and clearly, both verbally and in written work * Passionate about achieving high levels of excellence in education, learning and development * Able to demonstrate a clear commitment to high standards and the ability to drive continuous improvement * Highly professional and motivated with high levels of commitment and confidentiality * Self-motivated, with the ability to work proactively using own initiative * Ability to establish good working relationships with a wide range of people * Ability to prioritise work and manage competing demands * Ability to work as part of a team * Able to effectively manage a team | |

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| **Essential Criteria** |  |
| * Substantial apprenticeship management experience in HSC * Knowledge of most current HSC qualifications * Demonstrable commitment to equality inclusion and diversity * Ability to deliver under pressure and to work to tight deadlines * Quick to interpret data sets, analyse, assess and make recommendations * Level 4 ILM management qualification or equivalent * Considerable/proven experience of assessing/tutoring vocational qualifications * Assessing and/or verifying qualification (e.g. A1/V1/TAQA) * Occupational competence for the specialised vocational areas * Resilient and ability to react flexibly to challenges and changing priorities * Demonstrable commitment to equality, diversity and inclusion * Proven experience of using digital technologies to promote teaching and learning. * Strong administration ability with a keen eye for detail * Highly organised and punctual with solution focused mindset * Digitally competent and confident * Suitable to work with adults at risk, children and young people * Full driving license, own vehicle and willing to travel across South Wales | |

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| **Desirable Criteria** |  |
| * Knowledge of Welsh Government WBL contract specifications * Knowledge and understanding of the Professional Standards for Worked Based Learning Practitioners in Wales * Occupational competence within the education and skills sector * Demonstrable experience of partnership working with a range of organisations * Experience of contributing, supporting and complying with all contract requirements and corporate strategies including but not restricted to: Health & Safety Code of Practice, | |

Contract & Audit requirements, Awarding Body requirements, ESTYN, OFSTED, Information Security Requirements and Safeguarding

* Coaching qualification desirable
* Ability to speak Welsh desirable
* PGCE or equivalent desirable

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| **Key Technologies** |  |
| Educ8’s preferred MIS reporting systems, Team8, Outlook, SharePoint, OneDrive, Edge, E-learning Portfolio | |

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| **Key Relationships** |  |
| **Internal** | Directors, SLT, SMT, Team Leaders, Recruiters, CAM’s, Trainer Coaches,  Curriculum Development, MIS team |
| **External** | Employers and learners, NTWF, Awarding Organisations, ESTYN, Welsh  Government, and other Stakeholders |