

## Real Time Training Group

Unit 2, Redwing Court, Willow Farm Business Park, Castle Donington, Leicestershire, DE74 2NN

Job Title:	Head of Operations	Hours of work:	Mon – Fri 9 am – 5.30 pm
Salary Package:	Up to £50k plus PRB + car 25 days holiday + healthcare	Location:	National role/home based
Responsible to:	Managing Director	Responsible for:	Employability and Apprenticeship Delivery Teams

### Purpose of the role:

To effectively lead and develop a quality led and cost efficient delivery of service within the apprenticeship and employability divisions, ensuring that learners and clients receive high quality service and provision.

### Person specification, qualifications and experience:

1. Significant experience in the vocational training sector both in terms of learner delivery of programmes and the development of programmes are required for this role.
2. A minimum of 5 years recent experience within the apprenticeship sector is essential together with extensive knowledge of all processes related to awarding bodies and sector skills councils.
3. Some of this experience must be gained at a senior level, as this role will require strong influencing skills.
4. Knowledge and experience of the employability sector and delivering work skills programs, in particular experience of efficiently managing a learning centre based delivery operation would be a distinct advantage.
5. Can demonstrate successful achievement and have experience of working in a target driven environment, ensuring budgets are managed and maintained cost effectively and targets are achieved.
6. The role will involve significant travel and may require some flexibility with working hours and will include overnight stays.

### Main purpose and responsibilities:

- Oversee and ensure the development of apprenticeship delivery models are delivered to a high standard through the HOA and Assessor teams.
- Ensure the HOA's, Business Development and Contact Centre Teams work effectively together to maximise new business ensuring the right growth is planned for the Delivery Team.
- Oversee and ensure the divisions systems satisfy the necessary funding and awarding body/sector skills council quality procedures and guidelines, and where necessary support any improvements as appropriate.

- Work with the Commercial Director to support activities to access appropriate funding for each division, ensure each one accurately reports historical and forecasts future activity.
- Ensure all delivery models meet the required standards and good practice is achieved, ensure the division works in partnership with the Quality Department to maintain the standards.
- Ensure the employability division is operationally set up to support the successful achievement and delivery of the work skills programmes.
- Work with the Head of Sales and Marketing and Employability BD Team to ensure the appropriate level of sales activity is provided and delivered and are in line with each divisions KPI's.
- Positively lead the development of all teams through effective performance excellence to ensure each division has the right people in place, and maintain a robust succession plan.
- Positively lead, support and mentor Managers in each division, ensure their teams are equally as motivated and equipped to meet and exceed the divisions KPI's.
- Actively report to the business overall activity levels in each division against target, provide relevant data on performance, act swiftly on any areas of underperformance and accurately predict future performance and any costs involved.
- Efficiently implement, manage and maintain operational and budgetary control for each division, ensure staff costs for each division are efficiently maintained to ensure maximum performance and output.
- Actively look for ways in which each division could be operationally improved, define the benefits of any changes and propose/implement on a continual basis.
- Work with relevant stakeholders and clients to ensure that there is a quality, timely, and cost efficient delivery of programs in each division ensuring that they meet the needs and exceed the expectations of the learners and employers, provide improvement plans where necessary and implement/maintain service level standards.

**Other duties:**

- Ensure that all learners comply with Health and Safety standards
- Keep up-to-date with quality improvement initiatives
- Propose any ideas that may help to promote and extend the Company's reputation
- Work safely, consider the safety of others and work within the guidelines stated in the Company Health and Safety Policy
- Work flexibly and attend seminars and other professional events as required by the company
- Undertake any other duties as may be required by the Managing Director in order to ensure the efficient functioning of the Company and its educational programmes whilst maintaining a good working relationship with other colleagues and other directors.
- To carry out any other duties and responsibilities within his/her capabilities as reasonably directed by the Managing Director
- Promote equality and diversity at all times and ensures this is driven within each division.
- Maintain safe working practices and ensuring proper use of equipment.
- Act as Safeguarding Champion for those/sites responsible for nationally.

- Manage learner progression for timely completions in line with funding body minimum levels of performance (MLP).
- Participate fully in company professional development programmes according to the company and industry requirements and undertake training as required by the company.
- Undertake activities to fulfil the requirements of awarding bodies including participation in assessment, marking and verification procedures
- Develop and maintain professional competence.

**PERSON SPECIFICATION:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Teaching Qualification at Level 3		✓
C I M Leadership & Management Level 3 or equivalent	✓	
IT qualification to level 3		✓
NVQ Level 4 Qualification or equivalent	✓	
IAG Qualification		✓
Working knowledge of the National Adult Core Curriculum		✓
LSIS Safeguarding license	✓	
Full UK Driving Licence	✓	
<b>Qualities and Attributes</b>		
Experience of working Business to Business / Corporate Customers	✓	
Experience of working within the Training and Education industry within the Apprenticeship sector at senior level	✓	
Experience or have some working knowledge of the Employability Sector, in particular operational delivery and knowledge of work program.	✓	
Natural leader, can inspire, engage and motivate a team to deliver results, and effectively manage under performance.	✓	
Excellent attention to detail, analytical and able to interpret data to optimise performance	✓	
Ability to provide advice and guidance and has a solution focused approach	✓	
Excellent written & verbal communication skills and can naturally engage with people at all levels	✓	
Ability to work both independently and as part of a team	✓	
Knowledge of other curriculum areas		✓
Proven track record of delivering and achieving targets on time	✓	
Knowledge of government/regional/local funding bodies and related funding streams	✓	

This is a description of the job as it exists at present as a list of general duties. The above is not exhaustive and is subject to variation.

All post holders are expected to comply with the organisation policies, procedures and codes of practice in relation to Equality & Diversity, Inclusive Learning, Health & Safety and Quality Assurance.

<b>Employee Signature:</b>		<b>Dated:</b>	
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