

Job Title: Adult Community Learning Manager	Role Profile Number: CEH34
Grade: R Grade	Date Prepared: May 2021
Directorate/Group: Children’s Services	Reporting to: Service Lead – Libraries and Adult Learning.
Structure Chart attached:	No

Job Purpose

To lead on the strategic management and delivery of Adult Community Learning. To lead and manage a team of professionals to ensure that the outcomes in the Adult Learning Plan are met and drive forward the continuous improvement required to achieve an Ofsted rating of Outstanding. To work effectively with colleagues across Children Services, the wider council and stakeholders in order to ensure delivery of high quality provision as outlined in the Ofsted Framework. The post holder will ensure that the service is responsive in developing sustainable provision with an engaging curriculum and is closely aligned to council priorities and meets the needs of priority residents.

To ensure the provision of services that safeguard and protect vulnerable adults and to drive service improvement and support innovation in the development of adult learning, working with partners to ensure commitments are secured and resources are maximized.

To work with the Service Lead for Libraries and Adult Learning to drive forward integration and alignment of adult learning with place based and strength based working to ensure engagement of priority families and improved outcomes.

Key Accountabilities

- To ensure that the co-production of services with adults is at the heart of practice so that services are responsive and impactful for them.
- To lead and manage the Adult Community Learning Service, ensuring the needs of residents are clearly identified and a responsive, innovative service is in place to meet the needs of priority residents.
- To work with the Service Lead Libraries and Adult Learning and wider Council teams to integrate and align adult learning into place based working, using the intelligence of families in each area to target provision and align adult learning to other services to improve outcomes.
- To work with residents and other stakeholders to develop and then lead on implementing the Adult Community Learning Plan, ensuring alignment to key national and Council objectives.

- To manage a team of tutors and staff who deliver a very targeted and discreet service for the Council and will be responsible for induction, training and development of staff to ensure that they are able to provide highly competent and effective learning programmes within their specific areas of responsibility.
- To lead on developing and implementing the self-assessment and Ofsted and ESFA Quality Improvement Plan (QIP). Through this process and effective performance management, ensure we are able to deliver high quality provision which has measurable positive outcomes for adults.
- Ensure plans, policies and procedures are coherent with ESFA Framework, FE Commissioner and Ofsted requirements, departmental and Council priorities and criteria.
- Drive and set and manage targets for the ACL delivery team with regard to number of learners and new courses, in order to continually drive productivity using motivational and influencing skills to achieve optimum results.
- Maintain an excellent knowledge and practical understanding of key policy and legal matters including safeguarding, Prevent, equality, data protection, health & safety, and ensure full compliance by the delivery team, acting as a point of escalation for managing or resolving issues.
- Manage work streams which aim to engage with vulnerable families in relation to improving their health, wellbeing, employability and skills through the delivery and commissioning of adult learning initiatives and proactively seek new partnerships with community and voluntary organisations to support this work and develop additional funding opportunities.
- To ensure effective use of data to be able to understand, analyse and report on performance, using benchmarks where appropriate.
- To contribute to the development of the 14+ Employment and Skills Strategy, the Libraries and Adult Learning Strategy and other relevant strategies and plans.
- Strategically plan, manage and monitor the use of all resources (financial, human and other) and make efficiency savings to ensure that the strategy for the directorate is achieved.
- To co-produce strategic and service plans that are SMART, focused, outcome orientated, and ambitious and to integrate strength based working principles into the service.
- To keep up to date with policy and guidance relating to education, employment and training and be responsible for briefing Council Elected Members and senior leaders to implement any changes.
- To provide reports and briefings to Senior Managers, Council elected members, scrutiny and cabinet as required in response to specific matters and/or development of policy and legislation relevant to the services.
- Lead on all aspects of quality improvement, including observations of teaching and learning, the production of the annual self-assessment report and quality improvement plan which complies with all regulations and recommendations set out by the ESFA and Ofsted, maintaining an up to date knowledge of requirements.
- Work with team members and wider children service managers to develop appropriate engagement and marketing strategies, linking with place based working in order to optimise learner numbers and learner satisfaction.
- To manage risk effectively; to anticipate, plan for, and escalate issues which effect the service's resilience and effectiveness or where there is risk of reputational damage to SBC
- To promote and develop good working relationships in accordance with HR policies and codes of practice, and to follow agreed procedures for the resolution of staff disputes, and concerns about absence, conduct, performance, and competence.
- To respond effectively to complaints about the service.

- To ensure that any commissioned services are procured and monitored in line with the Council's Policies and Procedures.

Supplementary Accountabilities

- To represent the Head of Skills and Education Partnerships and Head of Libraries and Adult Learning in agreed directorate internal and external fora, conveying professional confidence and instilling trust in the organisation.
- To work on agreed projects across the Council to maximise opportunities to develop and integrate Adult Learning as part of Children Services and whole Council priorities.
- To work effectively across teams to ensure the services on offer are coherent and well communicated.

Knowledge & Experience

- Demonstrable evidence of leadership and management development and skills and the management of change.
- Demonstrable evidence of managing multiple partnerships and education/skills facing services including strategic development and implementation.
- Excellent knowledge and practical experience of managing Education contracts and Ofsted Education Inspection Framework (EIF).
- Excellent knowledge of national quality frameworks, Awarding Organisations, community learning, progression pathways and employability skills.
- Significant experience of training, assessing and quality assuring a range of accredited and non-accredited adult learning provision.
- Experience of engaging vulnerable and hard to reach learners in communities with relevant learning opportunities
- Experience of leading in the designing and developing of a curriculum and courses to meet identified needs.
- Experience of commissioning and managing contracts to achieve agreed outcomes.
- Substantial knowledge of national, regional and local learning and skills strategies
- Highly motivated providing leadership and guidance to staff, managers and customers
- Significant experience of leading complex areas of work with full accountability/responsibility and lead authority on the area of work
- Track record of business development to generate income (desirable)
- Demonstrable evidence of successful innovative approaches, problem solving and effective decision making.
- Excellent communication skills with the ability to communicate clearly to a range of audiences, including young people, adults and families and across organisational boundaries
- Ability to monitor and manage budgets, contribute to the budget setting process and identify additional need or savings as relevant.
- Able to work flexibly to meet the demands of the service (including evening and weekend as necessary)
- Experience of successfully contributing to and supporting inspection activity.

- Understanding and knowledge of the workings of local government, including its legal, financial, social, political context, and political processes.
- Able to demonstrate professional and personal integrity and resilience through a problem-solving and constructive approach.

Qualifications

- Education to degree level or can demonstrate relevant equivalent experience
- Teaching qualification or relevant equivalent qualification/experience
- IQA qualified (desirable)

Decision Making

- Organising and prioritising work so that decisions are made in a timely way and in order of priority.
- Monitor and manage budget and deliver services that are financially accountable and responsible in relation to public resources.
- Ability to work flexibly under pressure to both self-determined and prescribed deadlines
- Responsibility for monitoring and evaluating important policy or service practice, making recommendations for change across the service and organisation. The consequences of the decisions will have a major impact upon the organisation, community and partners.
- Make (or influence) business decisions in line with the service plan based on professional expertise, experience and analysis / evaluation of information.
- Design, develop and implement solutions to improvement of core systems, business processes, project solutions, policies, procedures and associated governance frameworks.
- Taking responsibility for managing risks and making decisions that are proportionate and lawful.

Creativity and Innovation

- Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area.
- Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council.
- Think and act strategically in problem solving and bringing innovation to engage hard to reach groups in adult learning.
- To ensure an engaging and creative curriculum is in place to meet the needs of residents.

<p><u>Job Scope</u> Number and types of jobs managed</p> <ul style="list-style-type: none"> • 11 part time tutors • 1 full time tutor • 2 service managers – Quality Improvement and Data • 1 curriculum Coordinator 	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>The annual ACL grant in 2020-21 is £480,000, plus any current project funded work</p> <p>Teaching, Learning and</p>
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<ul style="list-style-type: none"> • 1 Project Officer • 1 IAG and Partnership Coordinator <p>Typical tasks allocated to others</p> <ul style="list-style-type: none"> • Data and Performance reporting • Quality Improvement and management of relationship with Awarding Organisations • Coordination of course planning and tutor work flows. 		<p>Assessment resources, eg. iPads, marketing materials.</p>
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Contacts and Relationships

Wide range of audiences both internally and externally across organisational boundaries:

- Ability to build strong relationships and engage successfully with internal teams, residents.
- Wider external partners including training providers, health, voluntary sector, business, LEP, other
- School and education setting partners.
- Government departments, particularly the DfE
- Member of Children’s Extended Leadership Team.
- Commitment to challenging all forms of unfair and unlawful discrimination, false assumptions, prejudice and stereotyping, and to ensure effective implementation of policies, procedures and practices to ensure all people have fair and equal access to our services and job opportunities
- To remove discrimination, develop equality of opportunity, eliminate harassment, promote better relationships between different communities and encourage participation in public life.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	