

Role Profile

Job Title: Operations Manager

Salary range: £26,000 - £35,000pa

General Information

Accountable to: Head of Operations

Job Purpose

- To contribute to building and to then lead/manage/develop a team of c.10 competent and reliable Trainer-Assessors
- To oversee the progression of c.400 learners who form the caseloads of your Trainer-Assessors
- Promotion of a culture based on high quality delivery to learners that is always keenly focused on success
- To support the delivery of the overall business strategy in so far as it relates to your team through KPIs
- Regular upward reporting on the performance of your part of the business

Key Responsibilities

To Achieve Financial & Performance Targets (KR1)

- Understand the overall business strategy through regular discussion with the Directors
- Be able to explain to Trainer-Assessors how their work fits into the overall business strategy
- Be accountable with peers and senior management for your team performance
- Manage and monitor the effectiveness of each Trainer-Assessor with their caseload of learners
- Set and achieve the goals for your teams to reflect contract requirements
- Use and report with Quest's suite of operational KPIs
- Prepare for regular formal review sessions making the best use of management information
- Be able to seek and receive regular formal and informal feedback from all relevant stakeholders
- Provide early visibility of issues as they arise and that may need additional help

To Develop the Business and Engage with Stakeholders (KR2)

- Manage and monitor the effectiveness of employer and learner engagement
- Attend networking events and provider meetings
- Develop effective working partnerships with partner organisations to meet their requirements and standards

To Ensure Quality Improvement and Achieve Compliance (KR3)

- Drive and enforce all Quest's company policies & procedures
- Promote a culture that understands the importance of the programme and achievement for the learner
- Drive continuous improvement
- Enable sharing of best practice

To Lead and Manage Staff (KR4)

- Your leadership should establish a strong team ethos based on committed Trainer-Assessors
- Establish a transparent regime of continuous review and feedback
- Manage HR processes ensuring compliance with employment law and internal measures
- Ensure effective communications across the business, attending and chairing meetings

Minimum requirements

Essential:

- Experience of achieving targets in an education or training environment
- Familiar with Government Funded activities
- Experience of managing people
- Strong presentation and communication skills
- To travel effectively across a wide geographical area
- Have the right to live and work in the UK indefinitely and without restriction

Desirable:

- Management qualification

Personal Attributes

Core Values

- Managing relationships
- Communication
- Meeting customer's needs
- Involving people
- Quality conscious
- Integrity
- Determination
- Adaptability

Job Specific

- Analysis & judgement
- Wider thinking
- Strategic approach
- Business awareness
- Developing people
- Personal organisation
- Team results
- Innovation

Other requirements

- DBS check as appropriate
- Willing to undertake training & development to meet the needs of the job
- Willing to travel and undertake overnight stays
- To be professional, co-operative and flexible to meet organisational and stakeholder needs, undertaking such duties as may reasonably be expected

- Committed to promoting the safeguarding and welfare of learners
- Actively support, promote and implement Equality and Diversity
- Comply with Health & Safety legislation and policy
- Act with environmental sustainability in mind at all times

Role profiles will be reviewed and amended to meet the needs of the business and external demands.