

Academy Manager

The Academy Manager is responsible for providing operational management of the Skills Academy

You will be responsible for your academy and provide the highest level of customer service to our learners, ensuring the learner experience is outstanding from enquiry through to exit.

You will be accountable for performance of the academy. The success of learners and the drive for continual improvement will be your key driver. This success will be measured through effective quality performance indicators, including high levels of retention, high quality teaching and learning, positive learner and employer satisfaction, positive learner progress and achievements rates and high levels of positive progression and destination outcomes.

You will support the Head of Operations in the development of Skills People Groups' offer and services. This will include ensuring that courses and programmes meet learner and employer needs whilst maintaining the highest standards of quality and efficiency. Development of the Centre may include diversification into training for other related trades.

By managing administration and instructional staff, you will ensure the academy is well resourced, in line with budgetary limitations and can fulfil the delivery of the planned timetabled activity.

You will need a good understanding of business finance in order to manage cost budgets and to monitor performance against course sales targets and operational performance KPIs.

This is a fantastic opportunity for someone to thrive, managing and developing a training business, taking a hands-on approach to their work, and possessing the drive to exceed targets and expectations.

Skills People Group are a national provider of NVQ, Programmes for the unemployed and Compliance training. We specialise in both commercial and funded training and are proud to be nationally recognised as one of the UK's largest private training providers.

We are currently recruiting for a highly organised, Academy Manager to join the team.

The successful candidate will undertake the following main Duties and Responsibilities:

- To manage all aspects of the academy ensuring that learners, employers, and stakeholders receive high quality customer service
- Understand learner needs and put in place initiatives to ensure a high quality of services is provided to them
- Leadership and Management of all processes and policies aligned to the delivery and performance of the operations function
- Lead and inspire teams to provide excellence through the delivery of outstanding teaching, learning and skills developments to improve retention and achievement outcomes
- To establish and operate as an effective delivery function demonstrating consistent behaviours and communications back to the business to ensure all delivery is planned and resourced effectively
- Plan staff timetables/schedules to ensure all programmes have suitable qualified staffing, whilst maximising staff utilisation. Provide staffing cover for absence to ensure continuity for learners.
- Monitor and manage attendance and progress ensuring timely communication and follow up interventions with relevant staff

- To promote a culture of positive behaviour, making appropriate interventions to ensure success.
- To drive quality through all stages of the learner journey and consistently deliver excellence to improve progress and outcomes
- Manage the learner Journey (OneFile) to **interpret key data, from In-depth internal tracking system as means of identifying intervention opportunities on a daily and weekly basis**
- Outstanding customer experience for learners and employers is replicated consistently throughout the business, through various mechanisms but as a minimum via OneFile, progress reviews and client satisfaction surveys
- To provide excellent customer service at all times and handle areas of dissatisfaction quickly and effectively
- Forge strong relationships internally, working with colleagues across the business to broker relationships
- Achieve excellence through continuous improvement and the development of quality systems
- Gather, process, use and share information for understanding, decision-making, forecasting and action.
- Respond effectively to the needs of the existing and potential trainee base and provide an effective service to all areas of the company, by implementing new ideas, methods, or procedures
- Establish a course of action to accomplish the Company's and Centre's goals and objectives in an efficient and timely fashion.
- Manage the delegated budget in order to meet the required contribution levels.
- Develop a network of external partners (the authority, educational establishments, stakeholders, employers) to ensure Skills People Group engagement in local and national initiatives.
- Manage learners' discipline issues, ensuring learners comply with all Health and Safety requirements, and are made aware of radicalisation and extremism dangers
- Accountable for GDPR legislation compliance within their area
- Act as First Aider, Fire warden, Fire Marshall or similar Health & Safety post as the company may reasonably require
- To produce management performance reports, including self-assessment and quality improvement plans aligned to the academy journey. These should enable effective decisions to be taken that meet both the internal and external stakeholder needs.

People Management:

- Develop a positive and supportive culture, working towards the highest standards, driving aspirations for all staff, learners and employers to reach for excellence
- Provide clear, stretching and measurable targets for all staff through robust performance management and review to ensure a culture of continuous improvement
- Develop CPD requirements for staff following outcomes aligned to the quality support strategy
- To ensure that every staff member is appraised in line with the organisations policy
- To ensure that all staff complete mandatory training

The ideal candidate must possess the following Skills, Experience and Qualities:

- Experience of leadership in a management role within an educational setting
- Experience of change management to effect continuous improvement

- Evidence of leading sustained improvements in success/ achievement rates and the quality of the learner experience
- Experience of managing and / or leading people to achieve high quality results
- Experience of using data systems to produce and analyse managerial reports to drive continuous improvements
- Evidence of delivering a high quality and effective learning experience
- Effective decision-making skills, particularly to support the outcomes that can affect performance
- Ability to lead, manage and motivate staff to achieve the highest level of quality and performance.
- A thorough knowledge of quality assurance processes and procedures
- Excellent communication skills (oral and written) and demonstrable presentation skills
- Ability to effectively use IT to produce accurate reports, analyse data, appraise performance, and drive forward improvement, particularly with Microsoft packages
- Ability to determine priorities and make decisions, supported by excellent organisational skills
- Ability to work under pressure, to deadlines whilst under the scrutiny of internal and external stakeholders
- Ability to analyse performance through e-learning and e-assessment tools
- Health & Safety Legislation as it applies to the subject area

The ideal candidate may possess the following Skills, Experience and Qualities:

- Knowledge of current relevant initiatives within the Education and Skills Sector
- Knowledge of relevant safeguarding legislation & requirements and experience in promoting safeguarding and welfare of children & young people
- Knowledge of trends and initiatives within the education sector and their implication for the subject area.

The ideal candidate must possess the following qualifications:

- Maths and English GCSE Grade C or equivalent
- Relevant Professional Qualification

In return, Skills People Group will give you:

- A competitive salary
- 25 days holiday + Bank Holidays along with 2 extra days annual leave after 2 years' service
- Employer contributory pension scheme
- A challenging and rewarding role in a successful and growing business
- The opportunity to grow with a business

Other details:

- You will report to the Head of Operations
- You will be based at the Skills Academy

Equality and Diversity

- It is the responsibility of the post holder to promote equality and diversity throughout the Group.
- The post holder will undertake their duties in full accordance with the Group's policies and procedures relating to equal opportunity and diversity.

Health and Safety

- To promote health, safety, and welfare throughout the Group.
- To undertake their duties and responsibilities in full accordance with the Group's Health and Safety Policy and Procedures.

Safeguarding Children and Vulnerable Adults

- It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of children and vulnerable adults within the organisation.
- The post holder will undertake their duties in full accordance with the Group's policies and procedures relating to safeguarding and promoting the welfare of children and vulnerable adults, e.g., dealing with learner issues i.e., safeguarding and referring on to specialist staff.
- This position is subject to an enhanced criminal records check from the Disclosure & Barring Service (DBS) and will be subject to satisfactory clearance of this check.
- If this position is classed as Regulated Activity, it is subject to an Adult & Child barring check.

Review

- The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that over time, the nature of individual jobs will inevitably change; existing duties may be lost, and other duties may be gained without changing the general character of the duties of the level of responsibility entailed. Consequently, the Group will expect to revise this job description from time to time and will consult with the post holder at the appropriate time