

Blackburne House Group Education Operations Manager Vacancy Pack



BLACKBURNE
HOUSE

Welcome

Thank you for your interest in applying for the role of Education Operations Manager at the Blackburne House Group.

We've put together some information below which we hope will provide some useful context and an understanding of the organisation and job role. You can also visit our website www.blackburnehouse.co.uk for greater detail on the organisation.

For More Information about the Role

If you require further information about this role, please email angelamckenna@blackburnehouse.co.uk to arrange a discussion.

Applications Procedure

Completed applications and monitoring forms should be returned to Angela McKenna, Blackburne House, Blackburne Place, Liverpool L8 7PE. Alternatively **email** your completed application and monitoring form to angelamckenna@blackburnehouse.co.uk

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated but we unfortunately do not have the resource to respond to every application that is made.

In accordance with the requirements of the Immigration, Asylum and Nationality Act 2006, you must be eligible to live and work full time in the UK. Documented evidence of eligibility will be required from all potential employees as part of the recruitment process.

Deadline for Applications

5pm, Friday 8th July 2022

The Blackburne House Group



Blackburne House Group is a training led organisation, which delivers high quality training, and education services. We're based in a beautiful Grade II listed building, situated in Liverpool's famous Hope Street quarter, close to the city centre.

Attracting thousands of visitors each year, our facilities include an education centre for women, the School for Social Entrepreneurs North West, a thriving bistro, a women's wellness centre, excellent conference facilities and a 30-place nursery. From the beginning, these highly acclaimed and flourishing social enterprises have supported our educational aims and provide tangible examples of how new markets can be used to serve local communities.

About the Role

Blackburne House is a Liverpool based social enterprise that supports the development and education of local and often vulnerable women. Our Operations Manager is responsible for effectively working alongside our Director of Education to manage Blackburne House's education contracts delivery to the standards required by the LCRCA, ESFA and Ofsted.

They will develop and implement processes to ensure all programmes are delivered effectively, to a high standard, and maximise contract targets.

They will ensure that staff are utilised to meet student attainment and financial performance targets, setting KPIs for direct reports and monitoring performance. They will hold accountability as a safeguarding officer.

Our Operations Manager will work as part of our management team supporting the vision and values of educating and up skilling women through our values of Inspiration, Transformation, Equality, and Independence.

We are a friendly and caring organisation, and we support each other. As an equal opportunities' employer, we welcome applications from all suitably qualified persons and would particularly welcome applications from ethnic minorities, disabled people and LGBTQIA+ people.

We believe the position you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and a satisfactory enhanced disclosure is required which will include a children's and/or adults' barred list before you are commence employment. The position you are applying for may involve engaging in regulated activity with children and/or vulnerable adults and it is a criminal offence to apply for this role if you are barred from working with children and/or vulnerable adults. If you are invited to interview, you will be required to declare all unspent convictions and conditional cautions, and all spent convictions and adult cautions (simple or conditional) that are not 'protected' (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020) You will be required to provide the necessary

identification documents at interview to enable the DBS check to be completed before you commence employment. These identification documents may be different to those required to confirm your right to work in the UK.

About You



We are looking for someone who is fully conversant with Ofsted Inspection Framework 2019, ensuring these standards are fully embedded within all delivery and programme development. You must have experience and a proven track records in managing high quality classroom programme and have the ability to relate professionally to students and staff of all ages, backgrounds and abilities.

We're looking to welcome someone into our team that shares our [Values](#) and is able to form positive relationships and work with openness and integrity. During any employment with Blackburne House you will be expected to conduct yourself in a manner appropriate to the professional image of the Institution. You will be expected to provide a prompt and efficient service, and to maintain appropriate standards of professionalism and of personal appearance at all times.

Job Description

Post:	Education Operations Manager
Salary:	£40,000
Responsible to:	Director of Education
Direct Reports:	Contracted and Sessional Tutors
Responsible for:	Effectively working alongside our Director of Education to manage Blackburne House's education contracts delivery to the standards required by the LCRCA, ESFA and Ofsted.
Location:	This post will be based at Blackburne House, Liverpool.
Flexibility:	Willingness to adapt working hours to suit the needs of the organisation. This may involve occasional evening and weekend work.

Main Tasks

- Work with the Director of Education in the planning, implementation, and delivery of all education contracts, ensuring that contracts/delivery programmes are operated profitably and make the targeted financial contribution to the business.
- Developing and implementing processes to ensure all programmes are delivered effectively, to a high standard, and maximise contract targets.
- Monitor, drive and manage contract performance to achieve target contract outcomes through effective management of administration and delivery staff.
- Monitor and review forecasting and produce weekly/monthly reports.
- Implement appropriate routeways and progression offers for our learners whilst seeking to increase and maximise funding.
- Provide strong leadership, support, and guidance to ensure that staff are enthusiastic, have high expectations, and support learners' progress in developing their employment and vocational skills.
- Effectively recruit, manage, and inspire team members to achieve business objectives in line with contractual requirements and aspirational growth targets.
- Carry out supervisory and team meetings as appropriate including appraisals to ensure service levels are maintained or improved.
- Be accountable and responsible for the management of direct delivery and support staff.
- Work in tandem and under the direction of MIS and Quality teams for the above.
- Ensure commitment to the values of the organisation, Equality and Diversity and Women's empowerment.
- Effectively organise workload and deliver accountability of the role.
- Responsible for continuous self-development and that you are up to date with the requirements and subject developments.

- Perform any other duties which may be required from time to time and which are commensurate with the post.

Person Specification

Qualifications

- A degree, management qualification equivalent or relevant experience
- A teaching qualification
- Level 2 qualification in Literacy and Numeracy or above
- A safeguarding qualification or willingness to complete training

Skills and Experience

- Experience and a proven track record in managing high-quality classroom programmes.
- At least 3 years' proven experience working in a managerial role demonstrating strong and effective leadership, influencing and people management skills
- 3 years of relevant vocational experience
- Line management experience including setting KPIs, conducting 1-1 reviews and annual appraisals
- Understanding of the funding criteria for AEB set by the ESFA, LCRCA and OFSTED requirements
- Strong & effective organisation skills and ability to prioritise workloads and meet deadlines
- Ability to demonstrate sound experience using Microsoft Office Package including SharePoint
- Experience working with data and using data effectively to drive improvements and preferably MIS systems
- Proficiency in managing the quality of students' learning including all aspects of planning, delivery, and assessment
- Achieved significant success through team-building and motivating staff responsible for delivering front-line services
- Knowledge of trends and developments in the Further Education sector
- Knowledge of Health & Safety requirements and responsibilities

Behaviours

- A readiness to be flexible, setting high expectations of yourself and others within your team
- To communicate effectively to colleagues and learners
- Ability to relate professionally to students and staff of all ages, backgrounds and ability
- Ability to self-motivate, work under pressure and act as a team player, whilst working to tight deadlines