



Centre Manager (Birmingham)

Reporting to: The Operations Manager

Type: Permanent

Work pattern: 37.5 hours per week (our office hours are 8.30am to 5.00pm Monday – Friday)

Introduction:

Skills Training UK is an innovative skills provider offering a joined-up approach to business and economic development and social inclusion; working with employers to develop skilled and productive employees whilst creating employment for people in the communities where we work.

Purpose of the Centre Manager role:

The Centre Manager will be responsible for creating the overall learner experience within the centre, enhancing the Company's reputation, ensuring the performance of the centre, through managing day to day operations, effectively managing staff and learners (including adherence to Health & Safety policy and practice, and the promotion of Safeguarding, Prevent and British Values and for employees and visitors).

They will be responsible for motivating and managing the team, in order to hit and exceed monthly performance and revenue in line with operational targets and KPI's whilst ensuring continued quality and compliance management in order to comply with contractual, funding and Ofsted requirements.

Job Tasks and Responsibilities:

The main job tasks and responsibilities will include and cover the following areas:

- Management of centre budgets, forecasts, targets and performance in line with company directives to make a positive contribution to the business.
- Lead, monitor and appraise staff in the full range of centre roles, to include lesson observations, caseload reviews and staff performance reviews.
- Manage the Learner Recruitment Consultant, in order to effectively engage 16-24 year olds, to hit enrolment and engagement targets onto programmes.
- Ensure a 90% retention rate, from learners commencing programme through to completion of programme.
- Work with and manage the Learner Recruitment Consultant, to develop and build the reputation of the centre with local referral organisations including JCP.
- Effectively manage the Traineeship Sales Consultant, to engage local employers with the view of obtaining 100hour work placements for 90% of learners engaged on programme and 75% of learners to progress into positive destinations.
- Act as the first point of contact for Traineeship learners, ensuring any issues, concerns or IAG requirements are dealt with swiftly and effectively to ensure continued engagement of the learners.
- Effectively lead the team to motivate and inspire learners.



- Be prepared to cover job roles within the team during staff absences, in order to ensure high quality provision is maintained.
- Help develop, implement and promote an effective and engaging learning model to support learners journey towards sustainable employment, whilst ensuring delivery plans and timetables are adhered to.
- Apply a developed knowledge of the administrative and compliance needs of the programmes delivered within the centre to coordinate, implement, complete and monitor tasks and duties to ensure all paperwork is compliant and timely, as required for ESFA funding rules and Ofsted requirements.
- Maintain an 85% first time pass rate on all exams and an overall 80% success rate on all qualifications aims for Traineeship learners, in order to comply with minimum QAR requirements.
- Complete daily, weekly and monthly reports, to report on centre performance against set company directives, qualification progress tracking and any other related information in line with the continued performance and growth of the centre performance.
- Contribute to tenders and bids, as requested by the Operations Manager to participate in securing business growth.
- Motivate and inspire the team, to meet and exceed minimum expectations of their individual job roles and to work effectively as a collective to achieve Centre targets and KPI's.
- Work with Operations Manager to recruitment new staff, as and when required.
- Work to, and achieve Company set key performance indicators.
- Carry out monthly Traineeship learner forums.
- Work with Operations Manager, to develop additional revenue opportunities in order to continue to develop programmes and strategies aligned to the local priorities and learner needs.
- Demonstrate commitment to equality and diversity, British Values and actively embed this within the centre.
- Ensuring adhering to company policies in relation to Health and Safety and Safeguarding at all times.
- Promote CPD for staff and self, through attend training events / courses as appropriate and in line with company requirements.
- Keep abreast of changes in the education sector including funding, and the local area including DWP changes.
- Completion of all and any other duties as reasonably requested by the Operations Manager.

Required skills and behaviours:

- Strong leadership skills, with the ability to motivate staff
- Ability to demonstrate excellent interpersonal communication, planning, problem solving and decision-making skills.
- Ability to demonstrate leadership and management skills to support the achievement, personal development, and safety of Learners.
- Ability to establish and maintain effective working relationships with employees, key stakeholders, and external agencies for all demographics.
- Be able to engage and develop professional relationships with young people with potentially challenging barriers and from diverse backgrounds.
- Have knowledge and expertise of programme funding.



- Have excellent ICT skills, including but not exclusively the use of presentation, computer and software applications or equipment effectively, including Excel.
- Be able to accurately update and maintain spreadsheet and MI system records.
- Able to work towards KPI's, targets and deadlines, maximising performance, and revenue.
- Ability to think outside of the box, with strong problem-solving skills
- Be strategic, analytical, critical, and creative.
- Have knowledge and expertise in training and instructional methods.
- Be able to maintain a high standard of attendance, timekeeping, conduct and professional appearance, to act as a role model to other staff and learners.
- Be flexible to adapt to funding and programme changes as they occur.
- Be professional, ethical, and persuasive.
- Be committed to a high standard of customer care.
- Have experience of programmes aimed at 16 - 24yr olds.
- Have knowledge of the Ofsted inspection process.

Education and experience:

Essential:

- Previous experience supervising or managing staff
- Level 2 IAG qualification
- Level 2 (GCSE or equivalent) qualifications in English and Mathematics
- Previous experience working with young people aged 16-24

Desirable:

- Recognised Teaching qualification PGCE, PTLL's, DTLL's or equivalent
- Management qualification

The benefits of the role:

- Generous holiday allowance
- Excellent pension scheme
- Expenses
- Life Assurance
- Access to an Employee Assistance Programme

Equality of Opportunity:

Skills Training UK is fully committed to the principle and promotion of equal opportunities for all and opposes all forms of unlawful or unfair discrimination, direct or indirect. All employees are expected to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Skills Training UK wishes to ensure that it complies with the requirements of the Equality Act. If you are a disabled person, please ensure that we know what you need so that we can make reasonable adjustments to help you succeed.

Health & Safety:





Skills Training UK

training in a different class

Skills Training UK is committed to the health, safety and welfare of its employees and customers. Health & Safety should form an integral part of normal working practices and all employees are expected to recognise their responsibilities under the Company's Health & Safety policy.

Continuous Improvement:

Skills Training UK is committed, and all employees are expected to work proactively to secure continuous quality improvement and achievement of the highest possible standards.

Probationary Period:

Appointment will be subject to a probationary period of six months in the first instance in the case of new staff to Skills Training UK.

Disclosure and Barring Service (DBS) check:

For positions involving working with children and/or vulnerable adults, the successful candidate will be subject to an enhanced Disclosure check through the confidential process administered by the Disclosure and Barring Service. A conviction may not exclude candidates but will be considered as part of the recruitment process.

