Job title: Community Learning Officer – Provider Management

Grade: 9

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

The purpose of the Skills & Employability department is to improve people’s lives through learning and training, leading to employment and/or increased personal fulfilment, and to support the growth of Staffordshire’s economy and society;

* Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire’s 16+ residents, by enabling provider partnerships and through direct delivery.
* Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
* Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
* Working with providers and partners to ensure that Staffordshire’s social, employment and economic demands are met.

The Community Learning Service is part of the Skills and Employability department. The Service holds a varied portfolio of Providers and provision across Community Learning. This post is responsible for regularly reporting on contract management and performance.

Reporting Relationships

Responsible to: Head of Adult Learning & Skills

Key Accountabilities:

1. Contribute towards the day-to-day management of Community Learning provision and Providers by implementing a robust account management approach that delivers impartial scrutiny and control of sub-contracted delivery of Community Learning and Multiply programmes.
2. Negotiate with commissioned Providers of Community Learning to ensure that the funding and resources allocated are deployed appropriately and effectively to deliver programmes and outcomes that meet Community Learning and County Council priorities and provide good value for money.
3. Maintain an on-going risk-based account management dialogue and relationship with an allocated portfolio of providers/provision that supports, shapes and influences the programmes and provision outcomes delivered.
4. Contribute towards the development and implementation of streamlined and efficient policies and procedures to manage sub-contracted or commissioned provision to ensure high-quality, cost-effective delivery that meets learners’ needs and is compliant with regulations.
5. Manage a flexible portfolio of accounts as part of the provider management team including delivering a thematic or geographic lead as required (for example, on either informal adult learning or Multiply programmes) that meets the needs of priority groups, communities, or individual learners.
6. Undertake on-site visits or other appropriate monitoring and intervention activity to ensure robust contract management and control of sub-contracted provision.
7. Support the identification, assessment, and management of risk within the service and contribute to the performance improvement objectives and strategies, working closely with other officers in the service.
8. Support the maintenance of records and management information for the purposes of inspection and management reporting, and to extract key messages and intelligence to inform service development and responsiveness to meeting the needs of learners and communities.
9. Promote and support partnership working and collaboration through appropriate networks both locally and wider, where this contributes to improved service delivery.
10. Provide support and capacity for the management and monitoring of projects or development activity for Community Learning as and when required, and any other duties appropriate to the role.
11. Support market management and the responsiveness and diversity of the provider base by engaging with a wide range of providers including the voluntary and community sector; including promotion and communication activity as and when required.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident****Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** Degree or equivalent experience
* Full teaching qualification e.g., PGCE, Cert ED or equivalent
 | AA |
| **employer_small** | **Knowledge and Experience*** Experience of managing Community Learning provision and programmes.
* Detailed knowledge of the funding regulation and guidance, inspection requirements and the accountability regime covering Adult Learning.
* Experience of managing contracts using a risk-based approach to assurance, accountability, improvement and intervention.
* Experience of working with leaders and manager in a range of settings (schools, colleges, voluntary and community organisations, independent training providers).
* Knowledge of commissioning processes and principles to underpin service design and delivery and to assure high quality outcomes.
 | A/IA/IA/IA/IA/I |
| **employer_small** | **Skills*** Must be able to travel across the County.
* Strong and effective communication and inter-personal skills in order to negotiate effectively and influence and effect change.
* Ability to work independently, systematically and efficiently, under pressure and as part of a team.

This post is designated as a casual car user  | AA/IA/I |

**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300