

Job Description



Job Title: Head of Operations (MIS & Learner Experience)	Service Area: Our Newham – Learning & Skills	
Directorate: Community Wealth Building	Post Number:	Evaluation Number: LBN 628
Grade: SMR A	Date last updated: 12/06/2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Background

Newham Community Wealth Building

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities that exists.

Overall Purpose of Job

The Our Newham – Learning & Skills Head of Operations & Learner Experience will be responsible for the overall operations and learner experience of the service to ensure a smooth day to day running of the service and to support development of our high performing Curriculum. The post holder will be tasked with identifying, developing and implementing new business opportunities across the organisation. Such opportunities may include, but are not be limited to, overseeing design and marketing of all 19+ educational programmes offered to and for learner development, tendering for commercial contracts for large digital and capital infrastructure projects as well as in-house MIS system used to produce AEB GLA statistical returns; strategic development of partnerships; commissioned research projects in learner trends and behaviours to drive curriculum design; commercialisation of resources, equipment and/or knowledge capital as well as operational oversight of the organisation.

The Our Newham – Learning & Skills Head of Operations & Learner Experience will work across all areas within the organisation and lead our developments in income generation. Working with academic and technical staff, in collaboration with the organisation's Quality & Curriculum teams and other cross council service staff will be critical to the achievement of the ONLS objectives.

Job Context

1. The post holder will report to the Our Newham – Learning & Skills Head of Service
2. The post holder will have line management responsibility for the managers within areas of responsibility
3. The post has will have budget responsibility within Operational functions
4. The post holder may be required to work occasional evening, weekends and bank holidays in order to meet service requirements

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Provide leadership on all non-academic Operational issues:

1. To lead on major projects critical to the attainment of Our Newham – Learning & Skills financial targets, growth and strategic plans, taking responsibility for successful implementation, and being accountable to the Our Newham – Learning & Skills Head of Service.
2. To provide outstanding strategic leadership, advising and supporting the Head of Service and Advisory Board in the operational management and learner experience of the Service.
3. To take responsibility with Senior Leadership Team colleagues for delivering the Service's Strategic Plan and objectives, with particular responsibility for Management Information Systems (MIS) and Exams, ICT, Finance, Marketing, Admissions, Learner Experience & Development and the Crèche. Setting policy and practice on operational aspects of the business, leading the organisation's contribution to (and compliance with) ONLS initiatives. Developing and adapting the business operations in these areas to be responsive, high quality and innovative, enabling staff to deliver the key objectives of the Service and providing effective support for learners.

4. Represent the organisation in negotiations and liaison over continuous process improvement, operational policies, and the implementation of change to support the growth and diversification of the activity of Our Newham – Learning & Skills.
5. Be responsible for the compliance standards of the organisation and ensure that they are met including (but not limited to); GLA AEB funding, Ofsted data compliance and audit requirements, workplace facilities management, health & safety.
6. As a member of the Senior Leadership Team, support the development of strategy by championing operational issues, identifying and implementing changes to support policy decisions, holding managers to account on their key organisation portfolios.
7. To lead and manage the operational services in the organisation, ensuring that it meets its strategic and financial objectives, including in student recruitment, external income generation, student satisfaction, external reputation and performance.
8. To provide inspirational leadership to service area teams, ensuring that the ONLS mission, strategy and values are fully embedded into high quality service delivery.

Devise the strategy for core operational services:

9. Ensure that business services are effectively led and efficiently deployed across Our Newham – Learning & Skills and to be accountable to the Our Newham – Learning & Skills Head of Service for the delivery of effective operational services and experience are delivered to learners, and that the structures and processes achieve cross-department efficiencies while delivering a seamless learner experience.
10. Annually review the effectiveness of service relationships and propose and implement consequent change processes, including leading on liaison over these. To establish, review and maintain service level agreements, working practices and procedures.

Learner Experience

11. In collaboration with the Our Newham – Head of Curriculum and Quality Lead ensure that the organisations QIP (Quality Improvement Plan) are enacted and followed, including ensuring that business service support and systems are in place to properly develop, conduct, support review and maintain quality assurance standards.
12. Ensuring exemplar customer service and student satisfaction throughout Our Newham – Learning & Skills activities within own areas of responsibility and taking responsibility for influencing the wider organisation in these areas.
13. Identifying and delivering opportunities to improve the learner experience and working with the Our Newham – Learning & Skills Head of Service & Head of Curriculum to ensure that appropriate action is taken. Playing a lead role in the development and delivery of improvement action plans, particularly in relation to learner-centred administrative processes.
14. To ensure all learners have access to ONLS Careers & IAG service. Ensuring the service is able to achieve and maintain the service Matrix Accreditation.
15. Taking responsibility for development, review and implementation of Our Newham – Learning & Skills Marketing, Events, Partnership and Communications Strategy. With responsibility for generating activities to increase student recruitment, income generation and learner satisfaction.

16. To work in collaboration with the Events – Marketing Co-ordinator team to develop an events schedule with a student focus at the heart of what we do. In turn overseeing the marketing, recruitment and promoting of events through various channels, including visiting and presenting to prospective students.
17. Ensure effective additional learning support and appropriate adjustments are available to learners who may require support.
18. To be responsible for the Onsite Crèche services, ensuring the Crèche remains compliant and up to date with best working practices. Whilst ensuring the Crèche remains a viable service, and provides the intended support for engagement of ONLS learners.
19. To manage the academic support teams so that they work closely with curriculum staff in the provision of an effective learner administration service, including ensuring the learner induction is effective and appropriate to enable all learners the best chance to succeed with ONLS.

MIS & Exams

20. Actively lead on the organisation in setting and monitoring the attainment of student recruitment targets and devising effective plans for future developments through curriculum and income planning throughout the academic cycle.
21. Oversee the generation and use of Management Information, including analysing and presenting data to Senior Leadership Team, identifying trends and making recommendations for improvement ensuring that information required for funding and other costing purposes is collated in a timely fashion in accordance with any organisation deadlines.
22. To ensure compliance with current legislation, FE and Skills regulatory frameworks, funding body (GLA and ESFA) regulations, external awarding body requirements and Local Authority and Institute policy and procedures. With oversight of the ILR Returns and claims completing the relevant returns resulting in the drawdown of GLA AEB Funding.

Finance, Facilities & Resources

23. Prepare, validate and present business cases, including undertaking horizon-scanning activities, identifying sector trends, benchmarking against competitors, assessing risk. Subsequently coordinating project teams to ensure that key milestones are achieved to deadline and within budget, delegating tasks as appropriate while taking responsibility for delivery. Working with Head of Service and senior academics in the development of business plans, proposals and reports.
24. With the Our Newham – Learning & Skills Head of Service, and in liaison with Finance Leads, develop a medium-term financial plan, undertake budget-setting negotiations and plan future expenditure. Managing the organisations operational budget, including planning, long term cash flow, and allocation of budget, and approval of expenditure and expenses.
25. Ensuring the timely collation and provision of data in response to information requests from internal departments and external stakeholders including external audit, GLA, ESFA and Ofsted.

26. Working closely with the Finance Lead, analyse and monitor the organisations income and expenditure against budget, and ensuring effective use of resources as well as revenue and capital funding applications and financing bids. Undertaking regular strategic reviews of the current suppliers and contractors with the Procurement to deliver value for money.
27. Overall responsibility for the full development and implementation of documented systems and processes for the facilities & IT management of the organisation ensuring compliance with all Health and Safety, legal and statutory requirements.
28. Leadership of the delivery of a documented 3 – 5 year rolling programme of replacement and refurbishment 'schedule of works' throughout the Community Centres including appointment of consultants, analysis of reports, financial responsibility, planning, stakeholder management, implementation and completion.
29. Development and planning of an effective Digital strategy for the Service. To lead continuous improvement to ensure the service is able to grow and maintain high standards within the sector.
30. Liaising closely with H&S to ensure that all maintenance meets relevant H&S legislation, developing regular reporting on H&S for projects and liaising with the Council H&S consultants ensure H&S system is compliant with wider Council assets.

Other Duties

31. Be committed to Continuous Professional Development (CPD), keeping up-to-date and meeting any annual requirement for CPD and scholarly activity as required.
32. Assist with cross-Council staff development as appropriate.
33. Contribute to the effective management and promotion of equality, diversity inclusion.
34. Work in accordance with the Health & Safety at Work Act and the Council Safeguarding and Prevent procedures, ensuring the Council is a safe environment for staff, students and visitors.
35. Work at all times in accordance with council's policies and procedures, using them consistently and appropriately in the management of the subject area.
36. Undertake duty management on a rota basis (this will include occasional evening and weekend duties, for which time off in lieu will be given)
37. Carry out such duties as may be required from time to time by the council that are appropriate to the grade of the post. The post holder may be required to work flexibly across the Learning & Skills service according to the needs of the service.
38. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements. Or may be required to work at another site or from home according to the needs of the service.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA (We recognise applicants may have strengths in some of these areas and the ability to learn and develop other through transferable skills)	METHOD OF ASSESSMENT
KNOWLEDGE:	
Significant Knowledge of Further Education and/or Adult Community Learning. With particular expertise in one of the core areas of responsibility.	Application and Interview
Able to take complex, numerical, written or legal information and transform this into clear advice and guidance for senior leadership teams and stakeholders to understand the challenges facing our business	Application and Interview
Critical analysis of services and ability to proactively develop innovative and practical solutions to improve them	Application and Interview
Ability to analyse and present complex subjects and issues clearly and concisely ensuring buy in to proposed solution and from key stakeholder groups	Application and Interview

<p>Great coaching and leadership skills to achieve high performing teams</p> <p>Extensive knowledge and understanding of further education funding, ILR management, audit requirements and funding compliance in an FE environment.</p> <p>A thorough knowledge of funding methodologies and their impact on programme planning, data management, organisational planning and development.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Educated to or Degree level or demonstratable equivalent experience.</p> <p>Evidence of ongoing professional development</p> <p>A management qualification or equivalent experience</p> <p>Organisational improvement or project management experience</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES: EXPERIENCE:</p> <p>Significant leadership experience at a senior level, successfully managing multiple, complex departments in adult or further education or similar environment.</p> <p>Significant knowledge and experience on one of the key areas of responsibility particularly MIS & Exams or Learner Experience</p> <p>Interpersonal relationships, discretion and confidentiality & Ability to communicate at all levels</p> <p>Experience of providing detailed reports of data and information to colleagues, senior leaders and members of the Advisory Board.</p> <p>Problem solving skills and an ability to innovate to create and implement continuous improvement initiatives</p> <p>Ability to support and influence all stakeholders, both internally and externally</p> <p>Adaptability and flexibility – willing to work on a variety of projects and perform in multiple roles</p> <p>Demonstrate the ability to lead their team towards this shared vision.</p> <p>Keep an awareness of the organisation as a whole as well as working on the operational challenges posed to their department.</p> <p>Demonstrate contribution to maximising commercial performance through controlling costs and ensuring efficiencies where possible.</p> <p>Demonstrate contingency planning, risk management and crisis management.</p>	<p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>Identify the knowledge and skills needed to grow the organisation and create a programme for discussion of needs with other senior team colleagues.</p> <p>Create meaningful and consistent messages when giving their “expert” advice to colleagues.</p> <p>Strategically collaborate and partner with other organisations e.g. recruitment/HR networks/job support centres etc.</p> <p>Significant experience in funding and financial audits for further education or similar environment.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Display the ability to understand and help others in both an oral and written context.</p> <p>Working well with colleagues and leading by example. Collaborating well with others to improve company effectiveness.</p> <p>Open mindedness in both reasoning and listening.</p> <p>Set and achieve high standards of quality, quantity and timing of work.</p> <p>Demonstrate self-awareness when working with others and demonstrate an inner drive to achieve successful outcomes.</p> <p>Lead by example in sharing their vision and including personnel in the “how” to deliver their objectives/targets</p> <p>Demonstrate the ability to work on their own initiative with drive and enthusiasm.</p> <p>Put effective communications in place & Demonstrate excellent written, verbal and presentation skills.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work flexibility to maintain service delivery.</p> <p>Willingness to work independently as well as with any relevant stakeholders</p> <p>Duties undertaken by this post will require the post holder to have a fully enhanced DBS</p> <p>Understanding of confidentiality issues and how this is observed and maintained</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>