

<b>JOB TITLE:</b>	<b>CENTRE MANAGER</b>
<b>WORK LOCATION:</b>	<b>BROWNHILLS</b>
<b>RESPONSIBLE TO:</b>	<b>OPERATIONS MANAGER</b>

### **Overall Objectives**

1. To maintain optimum occupancy on all current programmes.
2. To establish and sustain high quality training resulting in a minimum of 80% achievements or credits, thus consolidating the reputation of the Company.
3. Monitor and maintain quality safe placements used by the centre.
4. To manage quality systems, processes and procedures, at site level.
5. To contribute towards Company SAR, by preparing centre SAR and involvement in all SAR activities.
6. To contribute and participate in Company Business Plans.
7. To ensure Key Skills/Functional Skills/Skills for Life are embedded across the centre and actively evaluate embedded provision to maximise learning outcomes
8. To support the Quality Team and SMT with the implementation of the Key skills/Functional skills/ Skills for Life Strategy and its supporting action plan.
9. Actively work towards equality of opportunity for both learners and staff.
10. To ensure that the company IAG policy is followed and that all learners receive a high standard of IAG. Work towards continuous improvement of the IAG service we deliver through the collection and analysis of feedback and developing staff competence.
11. To ensure conformity to all relevant codes of practice and contractual requirements.
12. Follow report lines of the Company organisational charts.

### **1. STAFF**

- 1.1 Planning, directing, co-ordinating and controlling the positions of all centre staff.
- 1.2 Make recommendations on staffing levels.

- 1.3 Conduct performance reviews with each member of staff within span of control and convey results in written form to your line manager for inclusion in development plan.
- 1.4 Identify training needs and make recommendations on training courses appropriate to the work of staff/occupational competence etc, to formulate annual training plan.
- 1.5 Arranging emergency cover in the event of absence of staff.
- 1.6 Arrange rota for attendance at promotional activities in Employment Service offices, Careers, Conventions etc.
- 1.7 To work towards and maintain own English, Maths and ICT at L2 and ensure your staff have or are working towards these qualifications or equivalents.
- 2 To be responsible for the maintenance of your own CPD as directed by IFL standards and to keep a reflective log of any CPD activities as appropriate.
- 2.1 Ensure an even distribution of work amongst staff, re-organising resources where necessary.

## **2. RECRUITMENT**

- 2.1 Maintain contact with Connexions, JCP, Schools and any other referral sources to ensure an awareness of the Company's training provision, vacancies etc.
- 2.2 Assist staff with selection, interviewing all appropriate applicants for programmes, make offers in line with agreed start dates.
- 2.3 Ensure that the maximum number of places on all programmes are taken up.
- 2.4 Approve the process of communications with learners on interview, start and leaving dates etc and notify administration.
- 2.5 Allocate learners to key workers/tutors and consolidate where necessary during the year, monitoring caseloads.
- 2.6 Supervise the maintenance of attendance details, including cumulative totals in respect of sickness absence, unauthorised absence, holidays etc and bring to the attention of the administration department any learners who have over run entitlement or excessive sickness.
- 2.7 Ensure that all records are maintained in good order in respect of learner and placement provider record systems.

In line with agreed procedures:

- a) Any problems arising from the learners' experience are dealt with efficiently and effectively.
- b) All training material is constantly reviewed and updated or added to, taking into account learner feedback and staff evaluation.
- c) Ensure quality control of learning activities within the centre.
- d) Visit providers to resolve any problems which may arise, endeavouring at all times to secure their co-operation.
- e) Quality control all work in the centre, with special emphasis on the following:
  - Monitoring Equal Opportunities Policy/Records
  - Review Visits/Records
  - Preparation of Individual Learner Plans/Passports
  - Interviewing Participants
  - Mentoring/Guidance of Learners
  - Conforming to requirements of Quality Systems.
- f) Arrange for the supply of handouts and display material for careers conventions, exhibitions and ad-hoc presentations/marketing etc.

### **3. PLACEMENT MANAGEMENT**

- 3.1 Monitor current work experience providers.
- 3.2 Enter into a contractual agreement with special emphasis on compliance with the Health and Safety At Work Act and complete checklist NTH 2.
- 3.3 Establish any potentially dangerous or hazardous equipment or toxic substances used and record on provider checklist, issuing specific written instructions on the use of these items.
- 3.4 Arrange for learners to attend interviews with accepted providers or employers.
- 3.5 Notify administration of full address of providers for invoicing purposes.

### **4. INDUCTION**

- 4.1 Ensure the individual learners receive a first class training experience.
- 4.2 Conduct or assist with, the induction of new participants and staff in accordance with agreed procedures.
- 4.3 In conjunction with centre staff prepare ILP's/Passports.

4.4 Encourage all participants' progress.

## **5. PREMISES**

5.1 Ensure safety and security of premises at all times, carrying out agreed programme of risk assessments.

5.2 Monitor and update Health and Safety folder as and when necessary.

5.3 Monitor and update Quality Manual/Procedures as necessary.

## **6. TRAINING RESOURCES**

6.1 Control of training material and equipment use, recommending the purchase of additional material for use by staff and learners.

6.2 Ensure regular checks are carried out on computer software for rogue installations and viruses.

6.3 Maintain a stock list of all videos, books, tools and equipment and training resources, ensuring security at all times.

6.4 Notify line manager of any losses or discrepancies to stock lists and organising replacements.

6.5 Recommending the purchase of books, learning material, visits etc and having received approval, making the necessary arrangements for purchase etc.

## **7. AWARDING BODIES**

7.1 Ensure schemes of work meet the requirements of examining/awarding bodies and are consistent with head office and other sites.

Government funded programmes are an ever-changing service and all staff are expected to participate constructively in NOVA's activities and to adopt a flexible approach to their work.

This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of NOVA.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time, in line with organisational developments and requirements, without changing the general character of the post, or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.