

## Role Specification

**Position:** Centre Manager  
**Reports to:** Operational Manager  
**Responsible for:** Delivery staff, volunteers and customer service  
**Key Relationships:** Directors, ETF Group Staff and SEN lead

**Annual Leave:** 28 days inclusive of statutory bank holidays

**Place of Work:** Plymouth- with travel across Centres.  
*(Must be capable of travelling for business related purposes)*

**Contract:** Full Time 37.5 hours p.w.

**Salary Band:** £26,000 - £29,500

**This role is subject to an enhanced DBS check with a 6-month probationary period.**

### Overview:

This role is to liaise between the centre staff and the senior management team, enabling clear and concise communication. It is also responsible for centre administration, quality of teaching, learning and assessment. You will be expected to operate flexibly, in meeting the needs of the business, our learners and customers. This could mean working on assignments that will change from day to day for example:

- Build a network of collaborative partners and employers to enable the referral of learners or joint delivery of courses
- Supervising and delivering teaching and learning sessions on ETF premises or community venues on a 1:1 basis or with small groups
- Developing community based projects that embed learning opportunities
- Checking learner progress and providing guidance to teaching and learning staff to ensure outcomes for learners
- Trouble shooting and directing queries to appropriate staff members
- Maintaining quality of provision through IQA

### Key Objectives:

<b>Objective</b>	<b>Measured by</b>
<ul style="list-style-type: none"> <li>• Supervise and manage staff</li> </ul>	<i>Breathe</i>
<ul style="list-style-type: none"> <li>• Ensure high quality teaching and learning</li> </ul>	<i>Observation of teaching, learning and assessment, awarding organisation</i>
<ul style="list-style-type: none"> <li>• Demonstrate outcomes for people</li> </ul>	<i>Progression/destination data</i>
<ul style="list-style-type: none"> <li>• Demonstrate Business Development opportunities</li> </ul>	<i>New Bids, Contracts, Partnerships and community projects</i>
<ul style="list-style-type: none"> <li>• Achieve contract/budget outcomes and outputs</li> </ul>	<i>Achievement, destination data, Contract reports</i>
<ul style="list-style-type: none"> <li>• Demonstrate high quality work</li> </ul>	<i>Audit, Accuracy, timeliness, awarding organisations</i>
<ul style="list-style-type: none"> <li>• Demonstrate positive interpersonal relationships</li> </ul>	<i>Behaviours, feedback</i>
<ul style="list-style-type: none"> <li>• Ensure a safe and healthy environment</li> </ul>	<i>Risk assessment, Safeguarding/Prevent records</i>
<ul style="list-style-type: none"> <li>• Achieve a positive fun and interesting learning environment</li> </ul>	<i>Learner voice, feedback</i>

### Responsibilities:

- Be the main point of contact for the centre, dealing with enquiries and signposting within the ETF group.
- Line management of local centre teams to include delivery and customer service staff.
- Work with the participants and their circle of support on an ongoing basis to develop person centred plans that inform the individual learner plan.
- Work in partnership with the SENCO to meet specific requirements of participants with special educational needs, updating Education Health Care Plan and ILP in a person centred manner and embedding RARPA (recognising and recoding progress and achievement) practices.
- Provide teaching, learning and assessment as and when required for learners, staff and volunteers
- Oversee, delivery of learning; assess and evaluate training and education for clients, to prescribed standards and meeting the requirements of funding/quality bodies (Ofsted/Matrix, RARPA), etc.
- Internal quality assurance and verification of learner portfolios and delivery across all centres.
- Plan and review learning programmes and the curriculum, including the development of resources and interpretation of statistics.
- Work in partnership with the IT Manager for centre IT requirements.
- Support administration and compliance for exams and registrations with awarding organisations.
- Responsible for data entry, in order to support the MIS Manager to review and develop data collection processes ensuring robust, complete and timely collection to meet Eat That Frog Group's needs.
- Ensure evidence is appropriate, accurate and complete, implementing data integrity checks to ensure accuracy and reliability of all systems for funding bodies.
- Assist with the Audit of internal systems to ensure compliance, ensure pre/post audit requirements are identified and delivered for external audits.
- Provide initial information and advice to people enquiring about company provision.
- Work with the marketing and community team to embed community projects within all delivery.

## Role Specification

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- Assist with the financial running of the centre, manage the centre budgets and maintain petty cash systems and financial controls in line with company financial requirements.
- Pay vigilance and attention to detail with all work undertaken and report any issues to the operational manager.
- Provide designated safeguarding leadership for local centre.

### Personnel

- Assist with recruitment of new staff for your area of responsibility
- Take part in staff appraisal, maintaining continuing professional development
- Support delivery of staff training in support of CPD needs
- Coach and mentor staff to improve their delivery and achievement outcome of learners

### Facilities

- Ensure all work is undertaken in accordance with health and safety rules and policies, generating and reviewing risk assessments.
- Ensure opening and closing of premises to maintain a clean and healthy environment, adhering to corporate policies

### General

- Attend meetings and conferences within a network of professional contacts as required.
- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times.
- Travel as required for business to support other ETF establishments, community-based delivery and to meet wider business needs.
- Maintain and promote your workplace as a clean and healthy environment.
- Undertake any other duties required by senior management.

### Safeguarding

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment.

<b>Person Specification</b>	Essential	Desirable
<b>Qualifications</b>		
Appropriate Level 3 vocational qualification	✓	
Literacy/Numeracy level 2 or equivalent	✓	
IAG Level 4 (or willing to undertake)	✓	
Award in Education & Training Level 3	✓	
Assessors Award	✓	
Verifiers Award or equivalent	✓	
Safeguarding Level 3 (or willing to undertake)	✓	
H&S for Managers		✓
First Aid at Work		✓
<b>Skills &amp; Experience</b>		
Good organisational and interpersonal skills	✓	
Demonstrate an ability to maintain accurate records & process information	✓	
Experience of working to company policies	✓	
Experience of managing a team	✓	
Knowledge of ESFA funding methodologies		✓
Excellent presentation and communication skills	✓	
Excellent time management	✓	
Excellent ICT skills, particularly Office 365	✓	
Ability to travel for work as required	✓	
Ability to inspire and motivate people	✓	
Ability to manage and lead a team of people	✓	
Ability to meet legal requirements of the role (H&S, Safeguarding, etc)	✓	
<b>Personal &amp; Work-related attributes</b>		
Creative/Imaginative thinker	✓	
Demonstrate positive behaviours at all times	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Ability to Work calmly under pressure	✓	
“Can-do” self-motivated attitude	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	