

Role Specification

Position: Business Manager – Newton Abbot
Reports to: Senior Manager (Contracts & Operations)
Responsible for: Delivery staff, volunteers and business support staff
Key Relationships: Directors, ETF Group Staff and SEN lead and stakeholders

Annual Leave: 28 days inclusive of statutory bank holidays

Place of Work: Newton Abbot - also required to work at other sites as directed
(Must be capable of travelling for business related purposes)

Contract: Full Time 37.5 hours p.w.

Salary Band: £27,270 - £30,805

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

Overview:

Each centre is a business in its own right, and as such this entrepreneurial role will manage the business function, planning delivery to meet contracts, monitoring and adjusting budgets and resources. There is no job above or beneath the business manager, who is expected to step in and fill any gaps in any roles for absenteeism.

Overseeing the work of professional and administrative staff, you will ensure clear and concise communications, auditable administration, high quality teaching/learning focused on outcomes for people. You will be expected to operate flexibly, in meeting the needs of the business, our learners and customers. For example your day may include:

- Promote business services through attendance of a network meeting
- Cover 2 hours of an absent member of staff (teacher/Administrator or cleaner)
- Manage a volunteer timetable for a community activity (Work club, community kitchen, community fridge, etc)
- Create social media content and upload (Linked-In, Facebook, Instagram, Twitter, Tik-Tok, etc)
- Checking learner progress, providing guidance to teaching/learning staff to ensure outcomes for learners
- Maintaining quality of provision through IQA

Key Objectives:

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

Responsibilities:

- Be the main point of contact for the centre, dealing with enquiries and signposting within the ETF group.
- Ensure customers and visitors are welcomed and provided hospitality and catering where required
- Line management of local centre teams to include delivery and business support staff.
- 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.
- Develop a centre business plan, showing a forward plan for contract and grant delivery, use of resource and budget
- 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 function 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.
- 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.
- Promote business and wider ETF Group activities using social media
- Oversee maintenance of centre information points and contents
- 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

- Manage staff to fulfill their contracted hours and outcomes within company policies
- 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.
- Oversee opening and closing of premises to maintain a clean and healthy environment, adhering to corporate policies
- Ensure centre use/attendance is recorded and monitored
- Ensure facilities are clean and set out as required for business purposes

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.

| Person Specification | Essential | Desirable |
|---|-----------|-----------|
| Qualifications | | |
| Level 4 qualification Business/Finance (or similar/Equivalent) | ✓ | |
| Literacy/Numeracy level 2 or equivalent | ✓ | |
| IAG Level 4 | | ✓ |
| Award in Education & Training Level 4 | | ✓ |
| Assessors Award (to be completed within 3 months of start) | | ✓ |
| Verifiers Award or equivalent (to be completed within 6 months of start) | | ✓ |
| Safeguarding Level 3 (to be completed within 6 months of start) | | ✓ |
| H&S for Managers | | ✓ |
| First Aid at Work | | ✓ |
| Skills & Experience | | |
| Good organisational and interpersonal skills | ✓ | |
| Demonstrate an ability to maintain accurate records & process information | ✓ | |
| Experience of working to company policies | ✓ | |
| Experience of business management | ✓ | |
| 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) | ✓ | |
| Personal & Work-related attributes | | |
| 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 | ✓ | |