

Job Title:	Apprenticeships Operations Manager
Reports to (job title):	Associate Director of Learning and Development
Line Manager to:	Programme Lead Quality and Compliance Lead

Job purpose

This is an exciting operational leadership role within TLE, with the responsibility for driving the growth of apprenticeships and vocational learning and ensuring a professional and high-quality experience, resulting in outstanding outcomes. This role will work closely with the TLE Senior Leadership Team, Business Unit Heads and Services Leads in HCRG Care Group and external customers and other key stakeholders to develop, enhance and grow our apprenticeship provision and customer base.

Base

Office Base: Regional office. Hybrid working with regional and national travel as required.

Key responsibilities

- Lead, develop and mentor colleagues, fostering a culture of accountability, collaboration, and high performance.
- Promote an inclusive and engaged workforce, ensuring a positive and productive working environment, modelling a collaborative and influencing style of working, negotiating with others to achieve the best outcomes.
- Ensure high quality and cost-effective delivery of apprenticeships and vocational learning service and programmes.
- Develop and expand training provision into new areas and sectors to drive growth across apprenticeships and vocational learning.
- Responsibility for customer contract management, ensuring our contractual obligations to customers are met and result in the targeted financial contribution to the business, by controlling costs and achieving business development and growth needs.
- Contract management of suppliers ensuring maximum contract provision and obligations are achieved.
- Develop and maintain strong relationships and partnerships with key stakeholders internally and externally to support growth and deliver sustainable outcomes.

- Ensure effective processes for collaboration with employers to design and deliver bespoke training plans aligned with industry standards.
- Ensure excellent customer service standards across apprenticeships and vocational learning provision, identifying ways to increase quality of customer service and implement best practice across all levels.
- Co-ordination of complaints and feedback processes ensuring appropriate response, investigation, escalation, appeals management and audit.
- Provision of technical apprenticeships and vocational learning advice, guidance and upskilling to the team and organisation.
- Operational representation on behalf of TLE and HCRG Care Group at internal and external regional and national meetings and forums where appropriate.
- Accountability for the compliant and high-quality delivery (teaching, learning and assessment) of programmes in line with ESFA Funding Rules and any other regulatory requirements.
- Responsible for effective internal and external audits, including the preparation and readiness for all audit and inspections, resulting in positive outcomes, including the retention of accreditations for Apprenticeship programmes and Vocational Learning.
- Responsibility for operational apprenticeships and vocational learning policy, process and governance developments, implementation, updates and sign off.
- Develop, implement and improve operational management systems, processes, procedures, policies and ways of working to support productivity and efficiency and enhance quality by driving high levels of customer satisfaction.
- Foster innovation and excellence in the team, identifying improvement opportunities and developing business cases and options appraisals which clearly articulate the case for change.
- Implement new, effective and efficient ways of working to support both growth and compliance.
- Personal commitment to continuous self-development and service improvement, maintaining knowledge of current trends, best practice and standards in apprenticeships and vocational learning.
- Undertake self-assessments across all areas of provision, develop necessary reports and quality improvement plans and implement necessary improvement actions.
- Maximise the use of all systems to enhance productivity and increase efficiencies.

- Responsibility for ensuring safeguarding requirements and safeguards, the Prevent Duty and relevant policies are sufficient and adhered to at all times across all learners, customers and provision and be vigilant to potential concerns and risks at all times.
- Promote and manage equality, diversity and inclusion, ensuring operational processes and ways of working provide supportive learning opportunities to all learners.
- Collaborative working with the TLE Board and key stakeholders to develop and monitor strategy and agree strategic and operational objectives, KPIs and project workstreams.
- Create and manage operational plans aligned with organisational growth objectives.
- Provide timely updates, data analysis and reports as required, including reports for employers, key stakeholders and TLE Board.
- Co-ordination of performance data, KPIs, feedback and evaluation data and insights to identify trends and performance gaps and highlight revenue opportunities to support effective data led decision making, drive continuous improvement and deliver measurable outcomes.
- Monitoring of operational KPIs and ensure operational KPIs are met and exceeded, driving efficiency, accuracy, service excellence, pipeline processes, and forecasting to support better decision-making and accountability.
- Ensure accurate and timely data submissions to ensure all eligible income and funding is received.

Person Specification

Essential

- Educated to Degree level in Business, Operations Management or a related field.
- Recognised assessor qualification such as A1/A2, D32/33 or TAQA.
- Proven experience as Operations Manager or similar role in a an Independent Training Provider or Further or Higher Education setting.
- Experience in delivering Apprenticeship Programmes and Vocational Learning.
- In-depth knowledge and understanding of apprenticeship standards, government-funded programmes and ESFA and other government funding compliance.
- In depth understanding of compliance requirements, audit, inspection requirements and quality assurance to ensure operations, end to end processes and governance meet regulatory standards and expectations.

- Experience of undertaking self-assessments, developing self-assessment reports and Quality Improvement Plans and implementing necessary improvement actions.
- Experience and involvement with Ofsted Inspections & Monitoring Visits.
- A proven track record of employer / customer engagement and experience of Employer Account Engagement and Management.
- Strong commercial drive, experience and knowledge to grow income and business and identify business opportunities, with experience of expanding training into new regions achieving business growth.
- Recent people / line management and leadership experience and experience of managing remote teams across a wide geographical footprint.
- Experience of objective setting and managing performance of individuals and teams.
- Proven ability to manage resources effectively.
- Experience of developing business cases and facilitating change.
- Experience of developing and implementing policies and procedures.
- Understanding of strategic planning processes, continuous improvement methods and tools and change management principles.
- Excellent critical thinking and problem solving skills and analytical thinking capabilities.
- Ability to work independently / manage own time efficiently.
- Excellent communication skills across a range of professional groups and stakeholder management abilities.
- Excellent organisational skills and knowledge of organizational effectiveness and operations management.
- Strong IT skills and proficiency including experience and confidence in using IT systems and applications including Microsoft Office suite and data analytics systems with proficiency in using Learning Management Systems (LMS) / E-Portfolio.
- Experience of data analysis, forecasting and commercial analysis with a track record of influencing business decisions through data.
- Experience of supplier contract management.

Desirable

- Teaching Qualification.
- Project Management Qualification.
- Leadership / Management Qualification.

Job Description

- Previous experience and a detailed knowledge of the health and social care workforce and professional training, education and development routes.