

Job Title	Range ¹	Duties	One Level		
Evening Receptionist	Range 1	<p>To have direct contact with the public in supervising admission to the adult education centre in the evening (Rochester or Gillingham) and deal with any queries that arise following set protocols and procedures.</p> <p>Meet responsibilities with regard to Health and Safety including working to promote and apply the Service safeguarding policy and act in accordance with the equal opportunities policy and undertake the duties in line with the remit of the role as required by line manager</p>	<p><u>Requirements at this level:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none">Educated to GCSE’s Grade 4 or above Including Maths and English or equivalent.Customer Service Level 1 or willing to work towards. <p><u>Knowledge</u></p> <ul style="list-style-type: none">Knowledge of good customer serviceKnowledge of how to deal with a wide variety of queries politely and professionallyKnowledge of how to answer the phone in a polite and courteous manner. <p><u>Experience</u></p> <ul style="list-style-type: none">Experience of working in a customer facing environmentExperience of providing e and maintaining adequate and up-to-date detailed records, preferably using a MIS system <p><u>Skills</u></p> <ul style="list-style-type: none">Proficient in the use of Microsoft Word, Excel, Teams and Outlook.Ability to use own initiative as well as be part of a team.Ability to remain calm and think clearly under pressureGood communication skills with the ability to use the most appropriate style and method of communication with people at different levels inside and outside the organisation.Ability to use judgemental or creative skills to interpret information or situations and to solve straight forward problems, adapting to new ways of working where necessary		
Business & Finance Support Officer	Range 3	<p>Process and maintain financial records relating to expenditure and income including; credit control of all course fees, calculating room hire fees; pro rata course fees; cash handling, purchase orders, debt invoices, BACS payments, Standing Orders, tracking incoming learner payments via Imprest and Integra and outgoing petty cash expenditure and administration of learner funds</p>	<p><u>Requirements at this level:</u></p>	<p><u>Requirements at this level in addition to level 3A:</u></p>	<p><u>Requirements at this level in addition to level 3A and 3B:</u></p>
			<p><u>Qualifications</u></p> <ul style="list-style-type: none">A minimum of 5 GCSE’s including English and Maths (grades 4-9) or equivalentWillingness to work towards Level 3 in Business Administration or equivalent	<p><u>Qualifications</u></p> <ul style="list-style-type: none">Working towards NVQ Level 3 Business and Administration	<p><u>Qualifications</u></p> <ul style="list-style-type: none">NVQ Level 3 Business and AdministrationEvidence of ongoing continuous professional development.

Commented [nt1]: Guidance refers to minimum of English & Maths only - and are they both needed at grade 4 and above for this role?

Commented [rd2R1]: Changed to - in English and Maths, yes both should be required.

Commented [nt6]: Weighted heavy at level A

Commented [nt7R6]: Removal of some for the induction, the Council specific ones?

Commented [nt3]: Does this align to the job family?

Commented [rd4R3]: I believe it was looked at and regraded in line with the job family, @jacques, patricia are you able to confirm please?

Commented [pj5R3]: The job was evaluated at R3

	<p>in order to ensure that financial information is processed accurately and in accordance with financial regulations and procedures.</p> <p>Provide across service support for curriculum staff and deal with a range of work requests to meet organisational standards and requirements including setting up and managing courses on the management information database, ensuring information is accurate and up to date and supporting in change activities relating to service delivery. This may also include providing coaching or basic training to new staff.</p> <p>Administer processes and procedures using a range of ICT management systems including TERMS, Icon, Integra, World Pay, Rise Vision ensuring that accurate course, financial and learner records are maintained to meet organisational standards and requirements.</p> <p>Deal effectively and courteously with queries in person, on the phone and by email providing accurate and timely information and advice to learners.</p> <p>Manage daily work requests to support Curriculum Staff in delivering courses and update management system including setting up and amending courses, timetables and room bookings accurately with all relevant information and actions.</p> <p>Manage the ordering of all course resources for learners and service needs, raising orders on the Council's management order system and setting up new suppliers as per defined processes.</p> <p>Efficiently manage all external and internal room booking including raising invoices for room hire fees and managing invoice payments.</p>	<p>Knowledge</p> <ul style="list-style-type: none">• A good understanding of relevant policies and procedures.• A working knowledge of financial systems, basic accounting and credit control policies.• Knowledge of GDPR and its importance when handling data and information sharing.• An awareness of the Council's financial regulations, guidelines and procedures• Understanding of Safeguarding and Keeping Children safe and Prevent Duty• Understanding learner challenges to access education and support the service in encouraging wider participation• Knowledge of Matrix accreditation and delivery of general course and financial information and guidance to customers to support service delivery• An awareness of equality, diversity and inclusion matters. <p>Experience</p> <ul style="list-style-type: none">• Demonstrable experience to carry out a range of tasks and understand the procedures associated with them.• Experience of managing service debtors, suppliers, and customer financial transactions.• Experience of using financial systems• Managing external and internal room hire, calculating charges and administrating income.• Experience of providing comprehensive administrative and front-line customer support.• Experience of maintaining accurate financial and learner records.• Experience of providing general information, advice and guidance on internal procedures relating to finance.• Experience of setting up and amending all courses on MIS	<p>Knowledge</p> <ul style="list-style-type: none">• A working knowledge of financial systems and basic accounting.• A detailed working knowledge of broader activities of the service.• A good understanding of equality, diversity and inclusion.• Broader knowledge of Matrix accreditation and other quality marks system. <p>Experience</p> <ul style="list-style-type: none">• Experience in supporting organisation change activities.• Experience of administration of the Discretionary Learner Support Fund and raising payments.• Broad experience of complaints and dispute resolution process• Minimum of 12 months administration service experience• Experience of understudying other roles of the same range/level when service needs require.• Experience of dealing with confidential and sensitive data	<p>Knowledge</p> <ul style="list-style-type: none">• A good understanding of GDPR legislation and best practice in relation to information sharing.• An awareness of the Council's Record Retention Policy in regard to customer and financial documentation.• Knows how to contribute to the quality improvement plan and service plan. <p>Experience</p> <ul style="list-style-type: none">• Experience of managing small projects to support change management within MAE.• Experience in coaching/supporting others in their role.• Experience of confidently using specialist IT packages relevant to the service area in which you are working.
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Commented [nt8]: Quite a few references to internal council things that external candidates wouldn't have access to - could form part of induction?

Commented [pj9R8]: This is the wording in the business services job family CPF?

Commented [nt10]: Detail what other quality marks system in the guidance

Commented [nt13]: Not covered in guidance

Commented [ns11]: I am unclear why this is relevant to this role at R3. Is it more about improvements to processes?

Commented [pj12R11]: Added into accountability

Commented [nt14]: Who and why would they be coaching and supporting? Where are they getting the knowledge and skill from

			<p>and ensuring accurate course information.</p> <ul style="list-style-type: none">• Experience of resolving complex issues related to course administration and financial transactions independently.• Minimum of 1 year of customer service experience• Experience of effectively managing own priorities and time. <p><u>Skills</u></p> <ul style="list-style-type: none">• Proficient in the use of Microsoft Word, Excel, Teams and Outlook• Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.• Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.• Ability to demonstrate commitment to equality, diversity and inclusion.• Ability and willingness to travel in order to meet requirements of the role.• Good numerical skills in order to undertake complex financial tasks including pro rata payments of course fees and deposits• Demonstrable ability to handle and process cash/documentation relating to considerable financial amounts accurately.• Able to identify outstanding payments and independently raise debt invoices and track payments ensuring all payment records are updated.• Good written communication skills and the ability to cascade information across all the MAE department• Works independently, manages tasks, and use initiative to solve problems.	<p><u>Skills</u></p> <ul style="list-style-type: none">• Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience• Demonstratable ability to explain straightforward tasks to others where required.• Handles high work pressure, including tight deadlines, interruptions, and conflicting demands.• Ability to scrutinise evidence in order to raise accurate payments (Discretionary Learner Support Fund) in accordance with set protocols.• Effective note taking and diary management skills.• Ability to coach or train staff to support their learning and development.	<p><u>Skills</u></p> <ul style="list-style-type: none">• Excellent communication skills and the ability to cascade information and provide information and guidance across all the MAE departments.• Ability to support colleagues in their understanding of the administration of processing payments for learners and invoices to suppliers.• Ability to model high levels of professionalism and promote a culture of professional standards.• Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.• Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
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			<ul style="list-style-type: none">• Able to deal with work pressure, including tight deadlines, interruptions, and conflicting demands.		
Operations Officer	Range 3	<p>To support the Business Delivery Manager in the effective and efficient delivery of business support functions including HR, finance and health and safety and information security.</p> <p>Provide a comprehensive and high-quality HR service to MAE managers and part-time tutors, using all available IT networks and systems. This will include advising on terms and conditions issues for part-time tutors, providing support to managers in recruitment and ill-health cases, and renewal and ending of fixed-term contracts, referring complex cases to the Business Delivery Manager or Medway’s HR team.</p> <p>To establish and maintain a personnel database of staff, identifying fraction of contract and issue relevant appointment letters and contracts of employment to part-time tutors. This will include monitoring course enrolments and issuing notice of redundancy letters to tutors (as appropriate) relevant to length of service.</p> <p>Responsible for registering tutors with Teachers Pension Scheme and dealing with all queries relating to tutor pensions.</p> <p>Undertake complex tasks relating to finance as directed by the Business Delivery Manager, liaising with the Finance teams as appropriate to ensure compliance to policy and procedure.</p> <p>Support the Business Delivery Manager with the management of Health and Safety across both centres to ensure MAE meets its legal obligations with regard to the health and safety of staff and learners. This will include ensuring</p>	Requirements at this level:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
			Qualifications <ul style="list-style-type: none">• Good general level of education with a minimum of 5 GCSE or equivalent including maths and English at grade 4-9 (A*-C)• HR Level 3 foundation qualification. Knowledge <ul style="list-style-type: none">• Good knowledge of GDPR principles, data confidentiality and/or cyber security.• Basic understanding of HR policy and procedure• Knowledge of Safeguarding and Keeping Children safe and the Prevent Duty.• Knowledge of HR processes specifically new hire onboarding, offboarding, payroll cycle, and finance.• Knowledge of data management processes.• Knowledge of Teachers Pension Scheme registration• An awareness of equality, diversity and inclusion matters and Medway Council’s Equality, Diversity & Inclusion policy.• An understanding of GDPR responsibilities Experience <ul style="list-style-type: none">• Experience of working independently to problem solve and resolve issues relating to tutor salaries, onboarding and offboarding.• Experience of processing and maintaining data ensuring it is accurate and of high quality• Experience of effectively managing own priorities and time.• Providing clerical and administrative support to Human Resources	Qualifications <ul style="list-style-type: none">• Evidence of job related continuous professional development.• ICT user qualification at level 2 Knowledge <ul style="list-style-type: none">• Detailed understanding of Adult Education and the curriculum delivered.• Excellent knowledge of GDPR principles, data confidentiality.• An understanding of health and safety at work.• Good understanding of HR policies and application to staff Experience <ul style="list-style-type: none">• Experience in contributing to organisation change.• Experience in payroll preparation.• Experience of managing high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands whilst maintaining a good work life balance.• Experience of providing advice to colleagues on personnel issues.	Qualifications <ul style="list-style-type: none">• Project Management CPD undertaken• IT CPD undertaken Knowledge <ul style="list-style-type: none">• Full understanding of HR policy and processes in relation to staffing matters.• Good Knowledge of internal financial processes.• Knowledge of best practice in relation to information sharing Experience <ul style="list-style-type: none">• Experience of managing small projects to support change management within MAE.• Significant experience of contribution to organisational change.• Experience of deputising for the Business Delivery Manager at meetings.

Commented [nt22]: Are they needed or not, if a nice to have remove

Commented [rd23R22]: We don't need a level 3 certificate, changing to project management CPD, which will be deliberately quite broad.

Commented [nt24]: Nothing in guidance document

Commented [rd25R24]: Not sure if it's needed, will review

Commented [rd26R24]: Added to guidance.

Commented [ns17]: As with other R3 role I am unclear as to why this is relevant to their role - is it more about managing process changes than org change?

Commented [pj18R17]: They do support in the administration of basic org change activities (eg end of FTC)

Commented [nt19]: Is that the evidence?

Commented [rd20R19]: Yes - good spot!

Commented [nt21]: Missing in the guidance

Commented [pj15]: May need to consider how someone might have experience of both these services on appointment

Commented [rd16R15]: Amended to remove adult ed element

		<p>all Health and Safety documents including risk assessments, are updated at least annually and devising and maintaining a list of all Health and Safety training undertaken by MAE staff, and ensure staff are reminded to undertake refresher training as necessary.</p> <p>Deputise for the Business Delivery Manager as and when appropriate. Work to promote and apply the Service safeguarding and safe recruitment policies.</p>	<ul style="list-style-type: none"> Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training) <p>Skills</p> <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel, Teams and Outlook Ability to use written and oral communications skills to present varied information in an understandable way to a range of audiences. Ability to use own judgment to solve straightforward problems and adapt to new ways of working. Ability to be polite and courteous when dealing with colleagues and members of the public. Proficient in the ability to proofread large amounts of data to ensure high quality and accuracy. 	<p>Skills</p> <ul style="list-style-type: none"> Collaborate with others and influencing decision making across MAE. 	<p>Skills</p> <ul style="list-style-type: none"> Excellent communication skills and the ability to cascade information across all the MAE departments. Ability to support colleagues in their understanding of Personnel Issues. Decisive, with good judgement and problem-solving skills.
Exams Manager	Range 4	<p>Schedule and organise all internal and external exams, creating and managing examination timetables and coordinating with departments to ensure accurate exam entries.</p> <p>Ensure all exams are conducted in accordance with the Joint Council for Qualifications (JCQ) and other relevant regulations and manage the secure storage, distribution, and disposal of examination materials.</p> <p>Provide administrative support for exams, including seating arrangements and invigilation schedules, liaising with examination boards and other external bodies in order to successfully deliver the examination programme.</p> <p>Provide clear and timely communication to staff and learners regarding exam schedules and requirements, addressing and resolving any exam-related queries or issues. This will include updating and writing policies as required for the</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Educated to 2 A levels or equivalent level 3 qualification in relevant subjects. <p>Knowledge</p> <ul style="list-style-type: none"> Extensive knowledge of adult and community learning or other FE institutions Demonstrable knowledge of awarding bodies regulations regarding the full range of procedures and policies involved in the management of examinations from entry through to despatching examination scripts Knowledge of JCQ requirements. A good understanding of equality, diversity and inclusion matters 	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Working towards a level 3 in leadership and management (or equivalent) Working towards the JCQ Exams Officer training <p>Knowledge</p> <ul style="list-style-type: none"> An understanding of and commitment to the Medway Council Equal Opportunities Policy and Safeguarding An understanding of the health and safety issues that would relate to this post Knowledge of all curriculum areas including apprenticeships. 	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Completed JCQ Exams Officer training Completed Level 3 or equivalent management qualification <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of training and managing staff including coaching and mentoring. Understanding of special educational needs and how these can be met within an assessment environment and knowledge of the processes and practices related to these.

		<p>examinations provision within the service</p> <p>Oversee the logistics of examination materials, ensuring they are securely stored and distributed and coordinate with the site team for the setup of exam rooms. Work with the Special Educational Needs Coordinator (SENDCo) to arrange necessary accommodations for students with special requirements.</p> <p>Manage the receipt, collation, and distribution of exam results and handle any appeals, malpractice investigations, and special considerations in line with related policy.</p> <p>Recruit, train, and manage a team of invigilator, ensuring invigilators are well-informed about current procedures and regulation. This will also include ensure that training is provided and completed regarding the conduct of examinations each year, as well as any other completion of training or refresher training courses as required by the service</p> <p>Manage and develop a Level 3 Business Administration Apprenticeship, to provide support and mentor guidance, to carry out regular one to ones, as a way of monitoring performance and progression.</p>	<p>and Medway Council’s Equality, Diversity & Inclusion policy.</p> <ul style="list-style-type: none">• A good understanding of GDPR legislation and best practice in relation to information sharing. <p>Experience</p> <ul style="list-style-type: none">• Experience of supervision or management of a team.• Demonstrable experience of applying awarding bodies regulations regarding Access Arrangements and Special Consideration for candidates Office Suite and other applications relevant to adult learning delivery• Experience of working to deadlines, working under pressure and resolving conflicting priorities• Demonstrable experience of working within an examination’s environment• Experience of supervision or management of a team• Experience of managing stakeholder expectations and communicating sensitive information.• Data entry experience, preferably with some knowledge of databases, and experience of using IT facilities• Experience of effective communication skills to present complex or sensitive information in an understandable way to a range of audiences. <p>Skills</p> <ul style="list-style-type: none">• Confident and competent in the practical application of a range of ICT packages including Microsoft and the use of Microsoft Word, Excel, Teams and Outlook• Ability to multitask and maintain accuracy• Attention to detail, a high level of accuracy and confidentiality and excellent administrative skills• Demonstrate ability to use own initiative	<p>Experience</p> <ul style="list-style-type: none">• Minimum of 18 months administration experience within the exam’s environment at a senior level• Experience of delivering training to others.• Experience of coordinating exams for large number of learners with complex needs including ESOL.• Demonstrable experience of line managing others & providing direction <p>Skills</p> <ul style="list-style-type: none">• Ability to train and mentor new or junior staff.• Demonstrable ability to effectively prioritise and plan own work within deadlines and managing work life balance.• High level of commitment and willingness to demonstrate a flexible approach to work• Able to work independently within guidelines and choose the best action from various options.	<p>Experience</p> <ul style="list-style-type: none">• Minimum of 18 months experience in the exam’s environment at a senior level• Budget management of exam costs• Experience of working as a member of a management team and developing service and strategic plans <p>Skills</p> <ul style="list-style-type: none">• Ability to contribute and implement ideas for more efficient working• Demonstratable ability of effectively manage the exams budget• Able to conduct Risk Assessments for rooms holding exams• Ability to analyse and interpret complex information and situations and use it to develop options or creative solutions.
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Commented [pj27]: Please ensure this is reflected in the accountabilities

Commented [rd28R27]: Done

Commented [pj29]: May need to be added into the accountabilities

Commented [rd30R29]: Done

Commented [pj31]: Is this a skill/ability or is experience of doing this required?

Commented [pj32R31]: Moved to skill

			<ul style="list-style-type: none">• Effective interpersonal skills with students and staff at all levels both internal and external to the organisation• Ability to line manage a team of invigilators and L3 apprentice.• Ability to work as a member of a team, and to work cooperatively with other teams both internal and external to the organisation• Ability to proofread large amounts of data.• Ability to lead and manage colleagues and learners• Cascading information from awarding bodies to curriculum staff and wider service.• Ability to enforce H&S regulations	<ul style="list-style-type: none">• Able to engage and maintain a network with other exam officers/managers across the southeast to promote good practice.• Able to manage the Purchase orders related to exams and ensuring colleagues are aware of financial changes with awarding bodies.	
Senior Operations Officer	Range 4	<p>To supervise the day-to-day management of the processing of all work requests, allocating and reviewing the work of the team to ensure consistency, quality and performance of the service and assist in the recruitment, selection, and induction of members of the team.</p> <p>Carry out appraisals and regular 1 2 1's, mentoring, guiding and providing direction for the ongoing development of less experienced staff and monitor individual performance, conduct and attendance and instigate any action under formal council procedures as and when required. This will include providing training to improve effectiveness and efficiency and to enable staff to become more self-sufficient.</p> <p>Ensuring all updating of information and report preparation is carried out, liaising with system providers and internal customers such as ICT and Finance as necessary to ensure that the systems are operational at all times.</p> <p>Provide support with operations and to the Business Delivery Manager where necessary and work as a member of</p>	Required for this level (in addition to all previous levels)	In addition to level 4A	In addition to levels 4A and 4B
			Qualifications <ul style="list-style-type: none">• Educated to 2 A levels or equivalent in relevant subjects.	Qualifications <ul style="list-style-type: none">• NVQ level 3 in business administration or equivalent	Qualifications <ul style="list-style-type: none">• Working towards a level 4 in leadership and management (or equivalent)
			Knowledge <ul style="list-style-type: none">• Detailed understanding of Adult Education and the curriculum delivered• Wide ranging knowledge of numerous IT systems eg TERMS, Integra, Rise Vision, Icon, Lagan.• A good understanding of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy.• A good understanding of GDPR legislation and best practice in relation to information sharing.	Knowledge <ul style="list-style-type: none">• Knowledge of how to resolve enrolment issues and/or system errors• Understanding of Equality, Diversity and Equality issues, Medway Council's Equal Opportunity and Safeguarding Policies.• Detailed understanding of Adult Education and the curriculum delivered.• Detailed understanding of IT systems used within MAE.• Understanding of GDPR and best practice in information sharing.	Knowledge <ul style="list-style-type: none">• Good knowledge of best practice in effectively line managing staff.• Full knowledge of how to create and adapt systems and processes to ensure compliance with ESFA funding rules, GDPR, data confidentiality.
			Experience <ul style="list-style-type: none">• Experience of managing a comprehensive administrative support and front of house service.	Experience <ul style="list-style-type: none">• Minimum of 2 years administration experience within adult education environment at a senior level	Experience <ul style="list-style-type: none">• Experience of working as a member of the management team

- Commented [ns37]: Are 2 level 3 qualifications essential? Would a qualification at a higher level be available? Worth talking to Jodie Sanders in the apprenticeship to identify the most suitable qualification.
- Commented [rd38R37]: Changed to level 4
- Commented [ns39]: Is there an IOSH equivalent? Is this funded? What level is it - certificate or diploma level
- Commented [rd40R39]: This is in the wrong description, taken out
- Commented [ns35]: The guidance contains lots of evidence req'd for knowledge but the detail is not in the CPF.
- Commented [rd36R35]: Rectified, looked like a copying across error.
- Commented [pj33]: Need to say of what
- Commented [rd34R33]: Covered in the next point so deleted.

		<p>cross-service groups, improving team performance and service delivery. This may include deputising for the Business Development Manager as required.</p> <p>Provide relevant information from the MIS to staff in an appropriate format, ensuring accessible and usable data for effective operations, the maintenance of confidentiality and compliance with Data Protection requirements.</p> <p>Meet responsibilities with regard to Health and Safety including working to promote and apply the Service safeguarding policy. This will include undertaking Fire Warden duties.</p>	<ul style="list-style-type: none"> • Experience of working in an adult learning environment • Experience of providing training and support in a wide range of topics • Experience of supervision or management of a team. <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook • Ability to analyse and interpret complex information and situations and develop imaginative and innovative solutions to issues/problems as they arise. • Well-developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences including those where English is not their first language, or those with a learning difficulty and/or disability. • Can work independently with good problem-solving skills. • Ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people. 	<ul style="list-style-type: none"> • Experience of training and mentoring new or junior staff. • Experienced in completing a range of complex tasks such as report writing, presentations, detailed assessments and calculations. • Experience of collaborating with others and influencing decision making across MAE. <p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to set clear direction, develop, manage and coach a high performing team covering more than one activity and in more than one place. • Able to effectively prioritise and plan own work within deadlines and manage work life balance. • High levels of commitment and willingness to demonstrate a flexible approach to work • Ability to check the accuracy of documents or equivalent produced by administrators • Ability to accurately administer debtors and creditors and control aged debt 	<ul style="list-style-type: none"> • Experience of managing small projects to support change management within MAE. <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication skills and the ability to cascade information across all the MAE departments. • Ability to support colleagues in their understanding of the administrative tasks that happen once the learner has enrolled. • Demonstrable ability in the handling and resolution of complex complaints. • Excellent interpersonal skills. • Able to resolve difficult and sometimes confrontational situations and confidence to resolve conflict with unreceptive customers. • Decisive, with good judgement and problem-solving skills. • Skilled in contributing to and implementing ideas for more efficient working.
Operations Manager	Range 6	<p>Be responsible for the day-to-day co-ordination of essential operational functions to support the delivery of MAE services. This includes matters of building and facilities management, health and safety, finance, complaints procedures and personnel.</p> <p>Lead the development, planning, implementation, management, and review of all operational matters, ensuring a well organised and functioning service.</p> <p>Be responsible for the delivery of all examinations in the service, ensuring</p>	<p>Required at this Level</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Qualified to level 4 or equivalent qualification • Management qualification level 4 or demonstrable relevant management experience. • NEBOSH certificate for Health & Safety at work <p>Knowledge</p> <ul style="list-style-type: none"> • Strong knowledge of health & safety, Local Authority finance procedures and willingness to maintain and develop knowledge in line with trends, concerns and risks. 	<p>In addition to Level 6A</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Be committed to Continuous Professional Development (CPD), keeping up-to date with health & safety or finance matters. • Level 2 finance or accounting qualification <p>Knowledge</p> <ul style="list-style-type: none"> • Be up to date with, and where possible influence, local and national policies to enable a proactive response to change. 	<p>In addition to levels 6A and 6B</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A Level 4 Project Management qualification, equivalent training or relevant experience <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of how to inspire and empower staff to reach their full potential and work collectively towards a shared vision and ambition to provide an outstanding learner experience.

Commented [ns41]: Is this a big ask at a R4?

Commented [rd42R41]: Yes, deleted.

Commented [ns43]: Needs populating

Commented [ns44]: Is a degree necessary ? Would a level 4 management qualification be satisfactory as would allow career progression internally? The R6 Employment and Skill role mentions Level 4

Commented [rd45R44]: Probably not, now reduced to level 4.

		<p>they are delivered to a high standard in line with exam body requirements. Ensure that personnel, examination, administrative and initial contact functions are managed effectively and efficiently to support the delivery of adult learning across Medway.</p> <p>Ensure that equality and diversity are considered in all service activities and that our commitment to delivering equality of opportunity and promoting diversity is exemplary.</p> <p>Meet responsibilities regarding Health and Safety including working to promote and apply the Service safeguarding policy and act in accordance with the equal opportunities policy and undertake the duties as required by corporate and directorate action plans.</p>	<ul style="list-style-type: none"> • Strong knowledge and understanding of examination procedures within an adult learning environment. • Excellent knowledge of general operational management processes and procedures. • Be up to date with local and national policies to understand how it affects your area of work. <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of implementing health and safety procedures, identifying safety risks and taking action to resolve them. • Demonstrable experience in financial management, with experience of effective budget setting and monitoring across revenue and capital programmes. • Experience of overseeing the implementation of examinations, across a wide range of subject areas • Experience of managing staff and supporting them to achieve their potential. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Develop and/or support clear strategies to enhance the performance and development opportunities of all staff within the organisation. (ETF) • Confident and competent in the use of ICT (including web applications) and knowledgeable about accounting software • High level of organisational and management skills • Utilise effective written and verbal interpersonal skills to facilitate 	<ul style="list-style-type: none"> • Robust understanding, knowledge, and experience of project management techniques with evidence of meeting success criteria. • Possess and maintain a strong understanding of effective health and safety and organisational practices and share good practice with colleagues. • A sound understanding of the criteria and methodologies set out by the Education & Skills Funding Agency. <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of managing a wide variety of projects. • Experience of risk assessment and planning for contingency <p><u>Skills</u></p> <ul style="list-style-type: none"> • Experience of project management including leading staff, managing budgets and experience in monitoring, analysing, and reporting. • Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term. • Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers 	<ul style="list-style-type: none"> • Strong wider organisational knowledge of all relevant process and procedures, and able to apply them to your area of work. <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of working in partnership with public, private and voluntary agencies, at a senior level and across agency boundaries. • Experience of delivering successful outcomes against targets. • Experience of dealing with complex operational matters <p><u>Skills</u></p> <ul style="list-style-type: none"> • Demonstrable ability to carry out tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. • Demonstrable experience of understanding of wider service matters and being able to support across the whole organisation
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