



Assistant Principal, Business Support Services

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| <p>What we value at Westminster Adult Education Service</p> | <p>We are passionate about transforming lives through education and enabling our learners to realise their full potential.</p> <p>We are ambitious for our learners, staff and community, setting aspirational targets and high standards. We aim for excellence in all our teaching and learning.</p> <p>We value our stakeholders particularly our local community and strive to be agile in meeting their needs.</p> |
| <p>Our culture</p> | <p>We are an open and welcoming service. We create an inclusive learning and working environment for each person, treating everyone fairly and with respect.</p> |
| <p>Portfolio/ responsibilities of this role</p> | <ol style="list-style-type: none"> 1. To provide outstanding strategic leadership, advising and supporting the Principal/Head of Service and Board of Governors in the business management of the Service. 2. To take responsibility with Executive Board colleagues for delivering the Service’s Strategic Plan and objectives, with particular responsibility for Management Information Systems (MIS) and Exams, ICT, Marketing and Admissions and Learner Development . 3. To lead on developing and adapting the WAES’ business support services (particularly MIS and Exams, ICT, Marketing and Admissions , Learner Development) to be responsive, high quality and innovative, enabling staff to deliver the key objectives of the Service and providing effective support for learners. 4. To lead on the Service’s funding and planning, ensuring a robust and resilient MIS and Exams system that enables the Service to achieve its strategic objectives and KPI’s in relation to funding targets, income and outcomes for learners. 5. To provide strategic and specialist funding advice to the Board of Governors and Resources Committee, using MIS and digital technology expertise for the provision of high quality analysis, reports and dissemination of funding guidance and policies. 6. To provide strategic advice and leadership on the development of the Service’s digital technology infrastructure and lead the development of an ILT strategy to meet the changing needs of the Service and fully maximise the benefits of new developments in this area. 7. To provide strategic direction and support to the development of a high quality, responsive and effective Learner Development Service. 8. To provide strategic advice and direction on the development of the Marketing and Communications service and lead the development of the Marketing and Communications Strategy for the Service. |

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| | <p>9. To undertake the role of Risk Champion for the service, including the plan, developing and implementation of risk management policies and processes, which identify and evaluate strategic and operational risks, maintaining the risk register and report regularly to the Executive Board and Governors.</p> <p>10. To lead, in collaboration with Executive Board colleagues on external funding methodology, funding systems and opportunities to maximise income for the Service, including new and alternative sources of income.</p> |
| | <p>Budget Responsibilities</p> <p>Staffing £1.4m</p> <p>Procurement £500k</p> <p>Other £Variable</p> |
| <p>What do we expect this role to achieve?</p> | <p>The success of this role will ensure that:</p> <ol style="list-style-type: none"> 1. The Service’s business support teams, particularly MIS and Exams, ICT, Marketing and Admissions, Learner Development are learner and business focussed, delivering services that are of a high quality, responsive and innovative. 2. The curriculum is optimised to meet funding, learner and employer needs, and adheres to the funding regulations, in particular reflecting any changes to funding policy and methodology regionally and nationally. 3. The Service’s MIS and Exams processes deliver timely, accurate and relevant performance information which meets funding body requirements, ILR returns, audit and inspection standards, the needs of the curriculum and management. 4. The learner journey is seamless and of a high quality throughout the different touch points that learners interact with the service, resulting in an excellent learner experience and high learner satisfaction. 5. The service’s digital capabilities are fully enhanced and developed to enable learners and staff access to the full range of digital teaching, learning and working opportunities. 6. The Service’s has an award-winning reputation, maximises opportunities for learner growth, advantageously positioning itself for new opportunities through a well-developed marketing and communications service. 7. The service has a robust risk management system, which is regularly evaluated and reviewed strategically, to enable informed decision making and minimize unexpected outcomes. |
| <p>Band/Salary range</p> | <p>Band 5</p> |
| <p>Work style</p> | <p>Agile</p> |

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| Your manager & team | Principal and Head of Service |
| | Number of employees reporting into this role: 4 |
| Experience | <ul style="list-style-type: none"> • Significant leadership experience at a senior level, successfully managing multiple, complex departments in a further education or similar environment. • Direct relevant experience of strategic and planning processes for MIS, Exams and ICT. • Experience of successful Ofsted inspection performance in the management information arena. • Significant experience in funding and financial audits for further education or similar environment. • Experience in reporting at senior management and Board level. • Strong evidenced project and systems management experience. • Experience of overseeing the management of capital investment projects. |
| Knowledge, skills and abilities | <p>The successful candidate will have demonstrable knowledge, skills and abilities in relation to:</p> <ul style="list-style-type: none"> • Extensive knowledge and understanding of further education funding, ILR management, audit requirements and funding compliance in an FE environment. • A thorough knowledge of funding methodologies and their impact on programme planning, data management, organisational planning and development. • An understanding of the interrelationship between support services in an FE or similar environment to deliver high quality services for learners and staff. • Highly developed written, spoken, interpersonal, networking and influencing skills. • High level ICT skills to work with complex databases and ability to interpret and analyse data and present information in an effective and coherent manner to a wide range of people. • The ability to analyse, solve problems and implement change with a successful track record of managing and delivering change. • Ability to think strategically, recognise, develop and effectively promote new opportunities for the Service. • A good understanding of the principles of good risk management and the ability to effectively implement a sound risk management system. • Understanding of Safeguarding Legislation and its application within the educational sector. • Commitment to Safeguarding and promoting the welfare of children and vulnerable adults. <p>Qualifications:</p> <ul style="list-style-type: none"> • Leadership and management at Level 5 or above • Relevant professional, academic or technical qualifications at degree level or above • An active record of continuous professional development, including a leadership focus |
| Corporate standards | <ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way. We would |

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| | <p>welcome your ideas on the development of outcome based commissioning models and/or income generation opportunities to help the service receive value for money.</p> <p>Values and behaviours</p> <ul style="list-style-type: none"> • Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality, diversity and inclusion We value equality and diversity as a city council and we want you to support and promote this in your day to day work. |
| <p>Additional leadership values and behaviours for managers</p> | <p>People and Service Management (Managing excellent, cost-effective service delivery.</p> <ul style="list-style-type: none"> • Driving forward performance - setting high standards, encouraging improvement and supporting the team to achieve. Having regular team meetings and one to one conversations about performance, including difficult ones when necessary. • Developing our people and our partners - giving people the scope to do well, taking time to understand their strengths and motivations, stretching them and coaching them to achieve. • Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities. Delivering the Medium Term Plan • Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback. <p>Leadership and Engagement Inspiring the team to deliver the corporate vision, embrace change and develop opportunities.</p> <ul style="list-style-type: none"> • Delivering the corporate vision – developing and communicating a direction for my service which keeps us focused on delivering the priorities of the corporate vision and makes it central to everything we do. • Leading change - being realistic, transparent and clear on the challenges. Communicating the reasons for change and ensuring understanding. Inspiring people to get involved, to question, and to take change forward. • Making difficult decisions – tackling issues proactively and finding solutions, being accountable for the decisions that have been made. • Engaging staff, communities and customers - winning strong support through effective and regular communication, collaboration and feedback. • Being commercial – creating opportunities to generate growth, income and maximise commercial potential. |