

Westminster Kingsway College



WestminsterKingsway
central London's College



Head of Learner Services and Operations

Reporting To: College Director Learner Services

Hours: Full Time

Location: Kings Cross and Regents Park

Basic Description of Role:

The Head of Learner Services and Operations, provides effective leadership and coordination of a range of learner services to ensure that learners have access to support and services to enable them to achieve their full potential. Advises the College Director Learner Services on service developments and oversees and manages the non-academic operations of the college, including the management of staff and facilities, on behalf of the College Director Learner Services.

Responsible for

- Operations
- Learner Services (KX, RP)
- Reception
- Enrolment and Admissions
- Learning Resource Centre

Responsibilities and Duties

Provide professional support to the College Director Learner Services (CDLS)

- keep the CDLS informed about non-academic operational matters
- assist the Vice-Principal and CDLS in strategic planning
- implement strategic initiatives as directed by the CDLS
- prepare annual reports to affiliation bodies and government departments on behalf of the
- attend to various tasks as directed by the CDLS
- oversee the operation of the following areas:
 - o front office/reception
 - o communication and promotion (including website content), and events
 - o library facilities
 - o property management (including college assets)
- provide leadership on a daily basis for staff ensuring that queries are dealt with in a prompt manner
- evaluate the range of support services including monitoring usage, the learners supported and evaluating the effectiveness of the range of support services
- Work with the MIS team to ensure the effective use of EBS and pro-Monitor across the Learner Services team for reporting and processing purposes
- liaise effectively with external professional bodies to develop links and establish services within college which will support learners to achieve their learning aim.
 - To lead and co-ordinate staff on each site to ensure that learners are supported and empowered to be actively involved in Enrichment and Learner Voice, holding meetings as required and collating learner feedback as necessary
 - Provide detailed statistics and reports in order to monitor, evaluate and review performance against targets, KPIs and service standards.

HR Matters / Management

- supervise staff and their work
- facilitate good relationships and teamwork among staff and volunteers
- oversee administration of staff leave; approve staff leave
- maintain HR records
- assist the CDLS in the development and performance reviews of staff and faculty
 - maintain Performance and Development Form, and Performance Review Form
 - organise annual Performance and Development planning, and Performance Reviews
 - conduct annual staff performance reviews in conjunction with the CDLS
- To hold regular team meetings across the sites to ensure staff are supported and an effective communication process is maintained.

General administration

- ensure that regular reports are produced for each of these areas
- review, develop and improve the structure and operation of the college's administrative systems
- prepare agenda for staff meetings and chair staff meetings
- prepare and coordinate production of the Student Handbook
- participate wholeheartedly in the college community and events

The post holder will also be expected to:

- 1 demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style;
- 2 be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her continued professional development;
- 3 demonstrate a commitment to the development and practice of equal opportunities in every aspect of the life of the College;
- 4 abide by the College's data protection policy;
- 5 actively participate in the appraisal scheme;
- 6 participate in the implementation of and compliance with the provisions of legislation and good practice relating to health and safety;
- 7 carry out work in a manner and framework that is consistent with the College's requirement to safeguard children and vulnerable people;
- 8 work within the College values.

The scope of this profile reflects the needs of the College at the present time: it is not intended to be a fully inclusive or exhaustive list. The post holder will therefore be expected to work flexibly and to undertake such other duties as may from time to time be reasonably allocated by the line manager. The profile will be subject to continuous review as the needs and requirements of the College change over time.



Person Specification:

<i>Area to be assessed</i>	Essential	Desirable	How this will be assessed
<i>Qualifications</i>	Minimum 5 GCSEs at grade C or above including English and Maths Educated to A level standard or equivalent A supervisory or management qualification	Educated to a degree level Teaching qualification	A,I
<i>Professional development</i>	Evidence of ongoing professional updating and development in relevant fields.		A,I
<i>Knowledge</i>	An understanding of barriers to learning An understanding of the management and allocation of resources including an awareness of financial regulations. Knowledge of reception and ILT systems within a Learner Services setting Knowledge of further education establishments and the specific support for FE learners An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients.		A,I,T



<i>Experience</i>	Working with teams across a number of sites Experience of monitoring and evaluating the effectiveness of provision Working with vulnerable young people. Representing the College at external partnership meetings Monitoring and ordering of resources Organising and chairing meetings.		A,I
<i>Skills and Abilities</i>	Good organisational skills Good communication and interpersonal skills Flexible and creative approach Commitment to achieving goals A positive attitude and proven success in the management of change An ability to use IT to a good standard and to be able to incorporate IT effectively into learning and support programmes		A,I,T
Other	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults Commitment to college policies i.e. Health & Safety, Equality & Diversity, Inclusion and Quality Assurance		A,I

Please indicate how these will be assessed: AF (Application form), I (Interview), T (Task).