

Job Description – Skills Contracts Operations Manager

Located in	Reporting to	Hours
Hybrid / Greater Manchester	Executive Skills Director	37.5 per week in line with business need.

Job Purpose

As the Skills Contracts Operations Manager, your core responsibility is to oversee the seamless management of contracts pertaining to skill development programmes across Greater Manchester. Your primary objective is to ensure the efficient execution of contracts, meeting client specifications, optimising resource allocation, and upholding high levels of client satisfaction. Your pivotal role revolves around driving exceptional performance and meeting the expectations outlined within the skills contracts, including financial, quality, and performance targets.

Working in close coordination with the Business Development, Enrolment, Delivery, and Data and Claims teams, you will forge robust connections to foster collaboration and alignment. Your efforts will facilitate the successful implementation and delivery of our Greater Manchester skills programmes, thereby contributing significantly to the attainment of contract objectives and goals.

Key Responsibilities

- Lead end-to-end contract management by implementing robust project management and review procedures across the Greater Manchester skills provision.
- Collaborate with internal teams to ensure alignment of contract deliverables with commissioner expectations.
- Actively engage with community groups, employers, and wider stakeholders to grow and develop the business within the curriculum-specific context.
- Build effective and productive working relationships with commissioners' contract leads.
- Build and maintain relationships with relevant stakeholders, strategic and generic subcontractors/delivery partners, and other relevant organisations.
- Create and maintain key contract planning, monitoring, and reporting documentation.
- Facilitate regular contract reviews with key managers to assess performance, plan the approach to achieving future targets, and identify potential challenges and mitigating actions to ensure positive contract outcomes.
- Provide weekly status reports regarding contract milestones, progress against key performance indicators (KPIs), programme interdependencies, risks, and issues.
- Respond to commissioner requirements for contract progress reporting and assurance.
- Work closely with the Head of Quality and Curriculum, actively participating in programme evaluation, stakeholder feedback, and lessons learned activities.
- Drive the long-term financial performance and value for money of Greater Manchester skills programmes through effective operational and financial performance management.

- Work closely with the Heads of Curriculum, Head of Quality and Curriculum, and Curriculum Innovations Manager to implement step-in measures as required, including contractual performance and quality improvement planning.
- Provide feedback based on any evaluation results, quality and progress assessments, or individual responses to the Assistant Director for Skills and relevant Head of Curriculum to ensure that content not achieving intended learning objectives is addressed.
- Work with the Skills Delivery team as part of a defined joined-up approach to ensure a close tie-up between CPD design and programme management, ensuring that a feedback loop exists.
- Identify effective practice through data analysis and robust audit, sharing with the wider internal management teams and developing into business-as-usual practice.
- Ensure that expertise across delivery areas is kept up to date through self-management and engagement with the relevant Head of Curriculum to gain access to the latest policy and research.

Key Performance Indicators

- Achievement of contractual quality and performance measures.
- Collaboration and engagement with community organisations, referral partners and employers.
- Customer retention and high levels of stakeholder satisfaction.
- Budget and resource utilisation and efficiency.
- Timely and accurate reporting on contract performance measures.
- Accuracy and completeness of contract documentation and reporting.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete all mandatory training requirements.

General

- Be aware of and follow all Acorn Training policies.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • A degree in business admin, management, or a related field. • Level 5 management qualification or significant management experience in residential childcare or adult education settings. • GCSE grade A*-C (or equivalent) in English and Maths • Full driving licence 	<ul style="list-style-type: none"> • Level 5 teaching learning and assessment qualification. • Level 4 IQA qualification.
Experience	<ul style="list-style-type: none"> • Experience of performance and/ or contract management frameworks. • Proven experience in managing and delivering on educational skills contracts • Experience of business planning, budget preparation, budget management. • Experience working with adult learners or in the adult education field. 	<ul style="list-style-type: none"> • Experience of and engagement with quality assurance mechanisms both internally and externally.
Knowledge	<ul style="list-style-type: none"> • In-depth understanding of national standards and regulations for adult skills. • Understand how to manage and drive performance improvement in contracts. • Demonstrate a knowledge, understanding and personal commitment to Equality, Diversity and Inclusion across all areas of work. 	<ul style="list-style-type: none"> • Up to date and in-depth knowledge of adult education products, services, and industry trends.
Skills and Qualities	<ul style="list-style-type: none"> • Strong leadership and management skills. • Excellent communication and interpersonal skills. • Strategic planning and goal setting. • Project management skills. • Data analysis and reporting abilities. • Problem-solving and decision-making skills. • Results-driven and goal-oriented. • Proactive and self-motivated. • Ability to work collaboratively with cross-functional teams. • Strong commitment to promoting and expanding adult education opportunities. 	<ul style="list-style-type: none"> • Proficient in data analytics and using CRM (Customer Relationship Management) software. • Cultural sensitivity and an understanding of the diverse needs of adult learners.

Last Reviewed: February 2024