**JOB DESCRIPTION**

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| **Faculty:** Curriculum & Digital  **Post Title:** Adult and Online Team Leader  **Salary:** £26,746  **Responsible to**: Head of Adult and Online  **Responsible For**: Online Trainers |
| **OUTCOMES**   1. To lead Trainer and Online Trainer colleagues so as to achieve funding and outcome targets. 2. To lead Trainer and Online Trainer colleagues to deliver the innovative and unrivalled adult learning offer accessed through a range of delivery modes. 3. To manage the Eastleigh College Online team of online trainers so as to rapidly establish the College as a leading online education and training provider in England. |

KEY COMPETENCIES FOR THE POST

The selection criteria will be based only on those listed below.

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| * Communicating |
| * Customer/Student Care |
| * Developing (Self and/or others) |
| * Planning and Organising |

*(see below a list of college competencies with definitions).*

MAIN DUTIES AND RESPONSIBILITIES

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| * To lead Trainer and Online Trainer colleagues so as to achieve funding and outcome targets. * To lead Trainer and Online Trainer colleagues to deliver the innovative and unrivalled adult learning offer accessed through a range of delivery modes. * To manage the Eastleigh College Online team of online trainers so as to rapidly establish the College as a leading online education and training provider in England. |
| * To manage Adult and Online trainers so as to successfully implement College strategy ensuring that adults receive the highest standard of customer service, and to provide adults with education and training solutions that respond to their needs and requirements. * To ensure that trainers deliver the planned strong and robust safeguarding and prevent provision included at all learner inductions. * To work with nominated staff to organise and operate procedures for external and internal moderation and verification, including arrangement for external visits and the requirements for external and internal validation systems. * To lead and manage the monitoring and evaluation of learner progress and ensure high quality learner support within the area in line with College policy. * Ensure cover for staff absence meets policy and expectation requirements. * Allocate individual timetables / caseloads and monitor and report teaching hours / outcomes. * Hold team meetings and ensure that minutes are taken with actions arising noted and monitored. * Fully contribute to marketing, admissions, enrolment, and induction processes and procedures, ensuring staff are deployed to support college events. * Set and monitor enrolment, class / caseload size, progression and learner performance targets. * Ensure that all learners receive the full range of support to which they are entitled (e.g. induction and additional learning support). * Ensure that challenging targets are in place for all learners and that their progress is rigorously monitored. * Devise interventions where performance falls below acceptable / minimum level of performance. * Be accountable for own performance and meet agreed targets. * Grow as a coach and develop the coaching capacity across the College so as staff development is a daily priority where individual growth, recognition and thanks can be a consistent expectation of all staff. * Establish, model and set ambitious targets underpinned by an expectation of excellence. Recruit, induct, appraise, support and performance managing staff accordingly. * Participate in the College’s Appraisal Scheme. * Develop and maintain professional standards and expertise by undertaking relevant professional development. * Actively promote the equality of opportunity for all staff and learners at all times. * Actively promote the College’s values for all staff and learners at all times. * Ensure compliance with GDPR. * Comply with all of the College’s published policies and procedures. * To undertake any other such duties and responsibilities which may fall within the purview of such a post and grade. |
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**Eastleigh College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**The College Competencies.**

Listed below are the college competencies required and expected of all staff – these are the abilities based on behaviour that the college expects all employees to possess to a high standard. They are descriptions of behaviours i.e. demonstrate how a person does their job. They are not used in isolation from skills or experience but as an aid to judge the potential of applicants to contribute positively to the college’s performance.

**The job description attached will specify those competencies that are key to the role for which you are applying. When you are completing the section on ‘further information’ it would be helpful if you give examples of when you have demonstrated one or more of these ‘key’ competencies.**

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| **The College Competencies** | |
| **High moral and ethical standards** | Being clear about right and wrong, and having sound moral judgement consistently over time during both pressured situations and periods of success. Committing to the written and unwritten principles and values that govern decisions and actions within the College. |
| **Communicating clear expectations** | Imparting or exchange of information, ideas, feelings using appropriate methods. Anticipating and making provision for the communication needs of others. Checks that communication is understood and that expectations are clear at all times. |
| **Adaptability and flexibility** | Adjust approach, actions and / or style in response to changes in your internal and external environments. Successfully manages change and changing circumstances, comfortable with the ‘uncomfortable’ or ambiguous. |
| **Customer/**  **learner care** | Identifying the needs of internal and external customers and works to exceed the customers’ expectations by delivering a high standard of service or solution. |
| **Developing (Self and/or others)** | The ability to maintain a high standard of professionalism and performance by identifying and creating development opportunities for oneself and/or for others |
| **Managing (Time, Resources, People)** | The ability to manage time, resources and/or people to create the right climate in which college and personal objectives are reached. |
| **Planning and Organising** | Establishing an appropriate course of action for self and/or others to accomplish a goal. Acquiring and using the necessary resources (e.g. materials, people, location, time) to reflect priority, number and complexity of activities undertaken |
| **Problem Solving** | Identifying a potential problem, propose solutions that best fit the college and customer/student needs |
| **Valuing Diversity and others** | Responds sensitively to cultural differences within the team and wider working environment, remains flexible and open minded to others opinions, views and experiences. |
| **Tenacity** | Resourcefulness and determination to succeed. Never give up either as an individual or team, relentlessness and consistency of effort to become relied upon to deliver over time. |

**PERSON SPECIFICATION**

**Post Title: Adult and Online Team Leader**

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| 1.  EDUCATION/  QUALIFICATIONS |  | **Weighting** | **Where will this be identified? *Tick boxes*** | |
| **App**  **Form** | **During**  **Selection** |
| Level 3 qualification or equivalent | 4 | √ |  |
| English & Maths at level 2 or above | 4 | √ |  |
| Level 3 in Team Leading or Management | 2 | √ |  |
| 2.  SKILLS  KNOWLEDGE  EXPERIENCE | Experience of managing a team of Online Tutors, ensuring the team provide excellent customer service | 4 |  | √ |
| Experience of managing learners to complete training within a timely period | 4 |  | √ |
| Knowledge of report writing  . | 3 | √ | √ |
| Proven excellent communication skills | 3 |  | √ |
| Experience of procedure development and proves review | 3 |  | √ |
| 3. COMPETENCIES  *For all staff four key competencies are to be used as criteria. Only Managers are to be assessed on six competencies* | Communicating |  | √ | √ |
| Customer/learner Care |  | √ | √ |
| Developing (Self and/or others) |  | √ | √ |
| Planning and Organising |  | √ | √ |
| 4. VALUES | Ambition: challenging self, innovating, thinking beyond conventions and striving to achieve excellence in everything we do. |  |  | √ |
| Professionalism: timely and punctual, take responsibility, well organised, reliable and trusted, consistent, humility and care of self and others. |  |  | √ |
| Resilience: withstand adversity, perseverance and ‘bounce back’ |  |  | √ |
| Respect: Treat people with courtesy, politeness, and kindness. Encourage others to share beliefs, opinions and ideas. Listen to, and treat others fairly and equally |  |  | √ |

**Weighting:** This form will be used to assess a candidate’s suitability for the post. The specifications listed in boxes 1 and 2 must be given a weighting in importance for the role as per the following guidelines:

1 = Desirable but not essential to the role

2 = Desirable but will only be relevant on occasions

3 = Essential – must have currently or has the potential to undertake development

4 = Critical - A significant requirement.

N.B. Ideally applicants should be able to meet all essential requirements of the job and it will be to their advantage if they are able to offer some of the lower weighted elements. The boxes on the right are to specify where the evidence may be identified. In some instances both boxes may be ticked. **Only use those ticked for application form for short listing purposes.**