



About the Association of Colleges

At the heart of every community should be a strong and successful college, supporting students, delivering skills, transforming communities, promoting social justice, working with employers, and growing the economy.

Association of Colleges is the national voice for further education, sixth form, tertiary and specialist colleges in England. We are a not-for-profit membership organisation established by colleges, for colleges. Our members make up almost 95% of the sector - transforming 2.2 million lives each year.

Acting as the collective voice, we represent and promote the interests of colleges, and provide our members with high-quality professional support services, including training, events and recruitment.

The AoC group also includes: **AoC Services** - supporting all colleges to be great colleges by delivering high quality and cost-effective further education events, training and development, executive recruitment, interim management and strategic consultancy services; **AoC Jobs** - the first and only stop for anybody looking for a new job in further education; **AoC Sport** - leading the development of sport and physical activity in 16+ education; and **AoC Charitable Trust** - promoting the very best in FE with some of the biggest and most respected awards in education, including the AoC Beacon Awards, AoC Gold Awards, and Student of the Year.

JOB DESCRIPTION

Job Title: Senior Relationship Manager: Academic Progression Programme

Job Purpose: To lead on the relationship management and reporting progress of a caseload of providers (including GFE Colleges, schools, academies and UTCs) who are delivering Academic Progression Programmes. The Senior Relationship Manager will need to report and assess each provider's progress, whilst also providing informed advice, support, and challenge to guide them through their plans to successful implementation. The Senior Relationship Manager will be joining the project as providers finish their first year of delivery and move into their second academic year of delivery (2024/25)

The Senior Relationship Manager will coordinate and lead on the delivery of a number of networking opportunities, alongside the planning of events that are responsive and supportive to providers planning and delivery needs. They will also have vital input

into the development and delivery of case studies, resources, guidance materials and reporting.

The Senior Relationship Manager will be expected to visit providers twice a year alongside traveling to national networking events.

Department / Directorate	Projects / Professional Services
Reports To	Senior Project Manager
Contract Type	Fixed-term secondment opportunity until 31 st August 2025; can be full-time or part-time 0.8 FTE
People Management	None
Monetary Responsibility	Budget: None Risk Management: Ensuring the funder, the programme and AoC's reputation are not at risk
External Key Contacts	Funders, Stakeholders, senior staff within providers, including Principals, Directors and Managers.
Internal Key Contacts	Senior Leadership Team, Policy Team, Area Directors, Comms, and Finance Team

Key Accountabilities & Responsibilities

1. Provide support to a caseload of 14 providers who are delivering the academic progression programme. Preparation began in September 2022 with the academic progression programme starting September 2023, with two years of delivery planned.

- Provide proportional relationship management to providers using a caseload system. This will predominately be through 1:1 video call support, in person visits with each provider twice a year (Autumn 2024, Spring 2025), the development of networking groups and the facilitation of events.
- Provide advice and guidance to providers on innovative practices taking place in programme planning, implementation and delivery.
- Encourage and support providers to explore different approaches to implementing certain elements of their academic progression programmes.
- Develop a good understanding of provider approaches at a national level to enable you to share good practices with your caseload and help them test out new and innovative approaches.

- Collate feedback on providers' progress to produce high-quality written reports for the Department of Education, which identify key themes, challenges and successes.
2. Oversee the delivery of provider support working co-operatively with the policy lead for the academic progression programme:
 - Contribute to the design and streamlining of support aligned to DfE requirements
 - Work with the AoC policy lead for the project to refine and improve processes throughout delivery, quality-assuring internal strategies and professional standards of work.
 3. Working with the AoC policy lead to influence the design, and lead on the facilitation and review of provider learning events and provider networks with a focus on bringing groups together to learn:
 - Coordinate the planning and resources required to successfully deliver learning facilitation events.
 - Lead on collating findings and provider best practice and support learning in each phase of the project.
 - Review event best practice and event success to the project success.
 - Review and report on learning event successes against KPI's. Lead on the creation of provider networks across your caseload to promote good provider relationships and the sharing of provider best practice.
 4. Contribute to the development of practitioner materials, including case studies, step-by-step guides and toolkits:
 - Research and develop case studies of different approaches. These will be used to promote good practice nationwide.
 - Carry out analysis of challenges and learning, sharing that data regularly with the DfE.
 - Write guidance materials based on lessons learned and best practices for providers.
 5. Work with stakeholders to ensure the project is delivered on time, to a high standard:
 - Lead on and contribute to the production of monthly and termly reports.
 - Liaise with the AoC policy lead and DfE to ensure support is aligned across organisations.
 - Contribute to quality assurance and qualitative and quantitative data collection and analysis.
 6. Other
 - A high degree of flexibility to react to requests for other activities and tasks.
 - Willingness to travel nationally for provider visits and events, with likely overnight stays.

- Lead and contribute to regular wider project and AoC team meetings and development days as required
- Respond to and contribute to requests from external evaluation bodies or stakeholders that will assess all aspects of the programme.

PERSON SPECIFICATION

The following details the essential criteria for the role and how these will be assessed/measured during the recruitment process. *Key:* A = Application; I = Interview; T = Test

Education/ Qualifications/ Professional Bodies	Assessment
GCSE English GCSE grade C and above, or equivalent	A
Knowledge, skills, ability and experience	
Experience in supporting providers in developing study programmes.	A/I
Experience and knowledge of engaging and motivating learners and the barriers and challenges faced at level 2.	A/I
Ability and willingness to travel to providers across the country to conduct face to face keep-in-touch (KIT) meetings periodically over the year.	I
Relationship builder: Able to build strong professional relationships at pace with new people, including senior leaders and strategic stakeholders.	A/I
Communication: Able to communicate effectively by phone, email, and video conferencing and to write to a high standard that can be easily understood.	A/I
Well-organised: Able to manage multiple tasks and activities and help others to meet deadlines. Able to deliver workshop content and facilitate discussions.	A/I
Computer confident, good skills and knowledge of Microsoft Word, Outlook, Excel and PowerPoint, and the use of media monitoring services (or the ability to pick them up quickly)	A
Demonstrates respect for equality and diversity and works to actively promote an inclusive work environment and good working relationships among colleagues	A / I
Demonstrates an interest in further education	A / I

Acknowledgement

This job description has been designed to indicate the general nature and level of the work performance by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications / experience required by employees assigned to the role. These may be subject to future amendments following appropriate consultation.