



Workers' Educational Association

**WORKERS' EDUCATIONAL ASSOCIATION
Association Services**

December 2016

Dear Applicant,

Support Services Implementation Manager

Thank you for showing an interest in our recent advertisement.

We have put together a pack of information that should provide you with a clear understanding of the role and the context that it will operate in. The contents of the pack are:

- Background
- Job description
- Person specification
- Summary of contractual terms and conditions

Please refer to the job description and person specification to ensure that you include all relevant information about yourself.

Please ensure that your expression of interest (maximum of 2 pages) and a summary CV are emailed to recruitment@wea.org.uk by 12 noon on Thursday 12th January 2017.

The interview will be held on Wednesday 25th January 2017 in Leeds.

Further information on the WEA including our equality and diversity policy and statements can be found on our website: <http://www.wea.org.uk>.

Once again thank you for your interest.

Kind regards,

Gosia Kolpak
HR Administrator
0113 2001154



Workers' Educational Association

WORKERS' EDUCATIONAL ASSOCIATION East Midlands

BACKGROUND INFORMATION

Founded in 1903, the Workers' Educational Association (WEA) is a charity and the UK's largest voluntary sector provider of adult education. In 2015/16 we delivered 9,700 part-time courses for around 70,000 students in England and Scotland with classes in almost every local authority area and our work in England was assessed in 2014 as 'Good' by Ofsted.

With the support of over 400 local branches, 3,000 volunteers, 2,000 part-time tutors and our active membership, the WEA provides high quality, student-centred and tutor-led education for adults from all walks of life. We bring education into the heart of communities, helping people learn whatever they want – from Maths and English to local history. Our courses are created and provided through our regional offices and volunteer-led branches, often in partnership with local community groups and organisations.

We believe learning is for everyone and learning is for life. It helps people feel that anything is possible. It can be life-enhancing and life-changing – improving health, self-confidence and creating positive changes that ripple out from individuals to communities.



Workers' Educational Association

WORKERS' EDUCATIONAL ASSOCIATION

Job Description

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| Job Title: | Support Services Implementation Manager |
| Job Location: | Leeds |
| Salary Scale Grade: | Grade E (Current) subject to outcomes of Pay & Grading in spring 2017 |
| FTE: | Full time – 2 year fixed term contract |

Key Purpose:

The post holder will provide strategic leadership for the Association's Support Centre, Regional Support Teams and Association operational processes throughout the implementation of and transition to the Support Services structure and lead on the SWIFT Support Services project. This will involve managing transition and driving continuous process improvement, consistency, efficiency and a customer service approach to ensure the Association Support Centre and operational processes meet current and future business needs and can deliver a high quality service. The postholder will work closely with the Senior Management Team, Regional Education Managers and other support functions.

Scope:

The post-holder reports to the Chief Operating Officer

Key responsibilities:

1. Provide strategic leadership for the Association Support Centre, Regional Support teams, support services processes and Support Services project in line with the Association Business Plan.
2. Lead on the successful implementation and embedding of the Association Support Centre and Regional Support Teams, and the implementation of and transition to the Support Services structure.
3. Lead on setting the Association's Support Centre Service Level Agreement and ensure targets are monitored and achieved.
4. Lead on continuous improvement of Association support services processes ensuring this delivers improvements in consistency, efficiency, customer service and quality (including complaints) in line with internal and external benchmarks and targets across the Association including Ofsted and matrix.
5. Lead on relationship management in respect of support services, with internal and external stakeholders to ensure the Association Support Centre, Regional Support teams and support services processes are fit for purpose and meet future organisational and stakeholder needs.
6. Ensure technology innovation is fully utilised in the delivery of services to improve efficiency and ensure sustainability.
7. Lead on the implementation and evaluation of Safeguarding and Prevent procedures in the Support Centre, according to WEA requirements and government policy
8. Lead on quality areas for the WEA Support Centre including engagement with Self-Assessment Review (SAR) activities.
9. Ensure 'Business as Usual' is met at all times. Liaise with teams across the Association to resolve issues which could result in disruption to Business as Usual.



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10. Lead on Business Continuity Planning and advancing the organisation's sustainable development policy and objectives across the association
11. Manage, support and develop support services staff in line with Association's commitment to Investors in People and policies ensuring their health and safety and act as a role model in management practice.
12. Undertake such duties as reasonably requested by your Line Manager.

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Person Specification

Support Service Implementation Manager

Essential Criteria

- Degree or demonstrable equivalent experience
- Extensive experience in a line management role, managing teams across a dispersed organisation
- Experience of strategic leadership and of managing and supporting self and others through change
- Experience of continuous process improvement
- Experience of delivering quality support services
- Experience of utilising technology to improve efficiency
- Experience of leading outstanding internal and external facing customer service
- Knowledge of support functions e.g. processing, helpline
- Good and accurate IT skills (word processing, spreadsheets, database and email). IT literate in MS Office
- High level of written and oral communication skills
- An understanding of project management approaches, requirements, tools and considerations
- Knowledge of digital technology to support service improvement and delivery
- Comply with all Association's Policies and Procedures e.g. Code of Conduct, Health and Safety and Equality and Diversity Policy
- Occasional out of hours working
- Willingness to travel within the UK

Desirable Criteria

- IAG Qualification L3
- Project Management qualification
- Knowledge of support functions e.g. finance, HR



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WORKERS' EDUCATIONAL ASSOCIATION

Association Services

Support Services Implementation Manager

SUMMARY OF CONTRACTUAL TERMS AND CONDITIONS

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|-----------------------------|---|
| Location: | Leeds |
| Salary Scale Grade E | POINT 21 £39,434 (Normal starting salary) POINT 22 £40,865 POINT 23 £42,296 POINT 24 £43,727 |
| Hours of Work: | 35 hours per week (1.0 FTE) |
| Annual Leave: | 30 days plus UK bank holidays and the period between Christmas and New Year |
| Pension: | WEA defined contributions pension scheme managed by NOW: Pensions You Pay WEA Pays 2% 3% 3% 4% 4% 5% 5% 6% 6% 7% |
| Parental Leave: | Generous WEA Parental and Personal Responsibilities Leave |
| Other Benefits | Child Care Voucher scheme in operation Season ticket loans available for public transport users Cycle Scheme Employee Assistance Programme Credit Union |