

Facilities Management Apprenticeships Programme Delivery Manager

Job Specification

JOB DESCRIPTION

Employment status:	Permanent, part time (0.5 FTE)
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. Part time hours for this post are 17.5 hours per week
Location:	Horizons, 60 Queen's Road, Reading, RG1 4BS
Department:	Student Experience
Manager:	Associate Director of Apprenticeships
Liaises with:	Student Experience / Education – Learning and Teaching / Online Education / Finance and Resources / Principal's Office / Deputy Principal's Office / External partners and stakeholders

Summary of the role

To develop, manage and continuously improve UCEM's Facilities Management Apprenticeship programmes to ensure the effective planning, development, promotion and delivery of high-quality apprenticeship provision that meets industry/employer needs and requirements, motivates and engages apprentices to achieve and progress beyond their expectations and supports the achievement of UCEM's core purpose and institutional objectives. Initially the role will focus in the development and implementation of the Level 3 Facilities Management Supervisor Apprenticeship but will extend to other facilities management apprenticeships as UCEM's provision grows.

Duties and responsibilities

- To develop, manage and continuously improve UCEM's Facilities Management Apprenticeship programmes to ensure that the programmes meet the needs of the industry/employers and engage, motivates and support apprentices to succeed.
- To recruit, manage and support a team of tutor/assessors.

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- To ensure that appropriate technical support arrangements are in place to support employers and apprentices in understanding and fulfilling the workplace training requirements of the apprenticeships.
- To participate in the review and decision-making process in relation to non-standard applications for entry to the Facilities Management Apprenticeships.
- To lead on allocated aspects of self-assessment/evaluation and quality improvement activity including leading on the annual programme review process.
- To monitor and report on the performance of Facilities Management Apprenticeship programmes in relation to apprentice retention, achievement and success targets and other KPIs.
- To be accountable for the achievement of Facilities Management Apprenticeship retention, achievement and success targets.
- To act the Centre Manager and Internal Quality Assurer in relation to IWFM qualifications delivered as part of UCEM Facilities Management Apprenticeships.
- To support the compliance of Facilities Management Apprenticeship programme delivery with ESFA requirements and partnership lead provider requirements.
- To support the compliance of the Facilities Management Apprenticeship programme with end-point assessment organisation requirements.
- To manage allocated apprenticeship operations within the set budget.
- To be accountable for securing good or better employee satisfaction scores within allocated staff team.
- To support the implementation of outstanding Safeguarding practice (including health, safety and welfare) across UCEM's apprenticeship team, in liaison with UCEM staff with designated responsibilities for Safeguarding.
- To support the integration of UCEM's apprenticeship provision into UCEM's core business.
- To contribute to organisational planning activities.
- To participate in UCEM committees as required.

Line management responsibilities

- To line manage a team of Facilities Management Apprenticeship Tutor/Assessors.

Financial accountabilities

- To be accountable for allocated aspects of UCEM's apprenticeship delivery within the agreed operating budget.

PERSON SPECIFICATION

A = Application/CV I = Interview T = Test

Qualifications and training			
Essential	How tested	Desirable	How tested
Relevant professional body membership e.g. CIWFM or FIWFM or MRICS (Facilities management pathway) or a willingness to achieve this within the first 12 months in post	A	Bachelor's degree in with 2:1 classification or higher or a postgraduate degree	A
Internal Quality Assurance Qualification, e.g. TDLB D34/V1 or Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice or a willingness to achieve this within the first 12 months in post	A	Recognised FE teaching qualification	A

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Level 2 Maths and English qualifications or a willingness to achieve these in-service	A	Health and Safety Qualification (IOSH, NEBOSH etc.)	A
Evidence of recent professional development	A		
Previous experience			
Essential	How tested	Desirable	How tested
Experience of working in industry in a facilities management discipline at management level	A I	Experience of apprenticeship programme delivery and management	A
Experience of curriculum planning and development	A I		
Experience of programme delivery in the FE and/or HE sector	A I		
Experience of undertaking quality monitoring activity	A I		
Experience of undertaking self-assessment/evaluation processes and related quality improvement activity	A I		
Skills, knowledge and aptitudes			
Essential	How tested	Desirable	How tested
Excellent communication skills	A I	Skills in leading and managing a team	A
Strong evaluation and analytical skills	A I	Knowledge of current government policy and developments relating to apprenticeships	A
Strong planning and organisational skills	A I	Knowledge of apprenticeship funding methodologies and funding rule requirements	A
Financial planning and management skills	A I	Knowledge of the Common Inspection Framework and Ofsted inspection processes	A
Skills in monitoring team performance against targets/key performance indicators	A I		
Intermediate (or better) IT skills in MS Office applications	A I		
Knowledge of safeguarding and Prevent Duty requirements	A		
Ability to work to deadlines and manage competing priorities, in a highly pressurised environment	A I		

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Ability to work collaboratively to achieve team and organisational goals	A I		
Ability to work flexibly and adapt readily to changing circumstances	A I		
Other or special requirements			
Essential	How tested	Desirable	How tested
Commitment to Student Success; at UCEM we all work hard to make sure that our students are successful	I	Car owner and driver with valid licence and a vehicle that is insured for business use purposes	A
Ability and flexibility to travel as required in relation to the job role	A		

VALUES – we expect all new employees to demonstrate our values at work

We will test these as part of the interview process

Passion – we care

- We want each and every one of our students to succeed
- We do the right thing by our students and customers; that means we do whatever we can to ensure that no student falls behind in their studies, and that no customer is unhappy with the service they receive

Integrity – fairness first

- We model integrity in everything we do
- We never compromise on honesty or trustworthiness
- We adhere closely to laws and compliance standards
- We do what we say we will do, and fulfil our promises to staff

Excellence – we aim high

- High standards drive everything we do
- We deliver excellence, strive for continuous improvement and respond dynamically to change
- Each one of us is personally responsible and accountable for the quality of whatever we do
- We listen to our students and understand their expectations
- We strive to exceed expectations in quality and delivery

Support – we support and respect each other

- At UCEM each member of staff does everything they can to help other staff and students to achieve their goals
- We respect others and their opinions, we are open to ideas, we trust each other
- We promote a supportive working environment across UCEM that extends to our students
- We value and reward each individual's skills, working towards common goals with shared objectives and through collaborative practice

SAFEGUARDING AND PREVENT

Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

If you are appointed to this post you will also be required, as part of your induction training, to undertake training relating to safeguarding and Prevent. This training will be both face-to-face and online. Any prior training in these areas is helpful, however it will not make you exempt from undertaking training with us.

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BENEFITS

- Actual salary range £21,500 to £25,000 per annum (Full time equivalent £43,000 - £50,000).
- 24 days paid holiday (rising with service to 27) plus paid bank / public holidays and up to 5 paid closure days; all per holiday year Full Time Equivalent. Holiday buy/sell available.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Life assurance provision.
- Horizons: There are limited parking spaces but you may ask to join the Waiting List.
- Employee Assistance Programme.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Voluntary Healthcare Scheme.
- Charity giving.
- Access to IT and retail discounts.

On the jobs page of our website you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

Preferably by email to recruitment@ucem.ac.uk

Please send the following documents:

- 1) Your up-to-date CV;
- 2) A covering letter outlining your suitability for the role with your salary details; and
- 3) A completed **Recruitment Check Form**, available from the jobs section of our website at www.ucem.ac.uk

Internal applicants are advised to inform their line manager of their application.

Informal discussion

For an informal discussion about the role please contact John Pratt on 0118 467 7934 or email j.pratt@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2243 / 7051 or email recruitment@ucem.ac.uk

NO AGENCIES – WE DO NOT USE AGENCIES NOR CAN WE ACCEPT CV SUBMISSIONS

Closing date

Thursday 4 April 2019 at 12 noon

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date.

Interview date

Initial interviews are scheduled for Monday 15 April 2019 and Tuesday 16 April 2019. Further details will be advised later in this process.

Please be prepared that there may be a two-stage interview process, held on different dates. As part of any interview process with UCEM, you will meet with a member of the Senior Leadership Team; subject to availability this may be a telephone interview.