

Head of Learner Services

Job Description and Person Specification

Position Details

Position: Head of Learner Services	Department: Learner Services	Reporting to: CEO
Salary: Management Grade	Contract: Perm	Hours per week: 37.5

Overall Objective: To manage, develop and coordinate the Learner Services offer for MK SNAP in relation to welfare and pastoral services; including major projects.

Job Description	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To lead and motivate the SNAP Team in matters of welfare and pastoral care • To successfully deliver the targets on the business plan • To ensure full operational delivery of welfare and pastoral services for learners; including contingency plans • To be the lead for all matters related to learner safety and security including safeguarding <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To lead and support the Snap team and volunteers in all matters related to learners positive outcomes • To raise aspirations, inspire and continually improve outcomes and quality in our service • To implement a code of conduct for staff and ensure that learner, volunteer and staff behaviour is exemplary. • To be the Designated Safeguarding Officer for MK Snap • To develop and improve relationships with learners, commissioners and stakeholders. • To set business objectives and monitor the outcomes in the business plan • To ensure that contracts are delivered to specification and on time. • To manage the department budget to ensure that spending is planned and resources are used effectively. • To commit to relevant CPD. • To ensure necessary records are kept, maintained and health and safety guidelines are met. • To collect and manage feedback in order to positively affect future performance. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Experience in a community or educational setting. • Proven leadership skills; preferably in an education or community setting • Experience of mentoring, supporting and encouraging staff • Strong levels of personal integrity and commitment to safeguarding • Excellent communication skills. • Awareness of the Disability agenda and community learning. • Ability to inspire, motivate and encourage learners of all ages through participation and volunteering. • Ability to co-ordinate and prioritise workload. • Recognised relevant qualification • Degree or higher level qualification in a relevant subject or willingness to work toward • Willing to work unsociable hours as required • A demonstrable record of implementing Equality & diversity policies and activities. • Able to drive and have access to a car. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Ability to collect relevant information for evaluation purposes. • Project management skills • First Aid • Meds Trained • Be interested in all aspects of community learning and participation <p style="text-align: center;">This Role Requires an enhanced DBS</p>

<ul style="list-style-type: none">• To participate in management team and performance review meetings.• To develop, protect and enhance the MK SNAP brand.• To deputise for the CEO or members of the SMT where required and act as an outstanding ambassador for the organisation• To carry out any other duties as required which are commensurate with the level of the post.	
Reference:	Closing Date: Interview Date: