

DEPARTMENT OF EDUCATION, SPORT AND CULTURE
Job Description

Job Title: Training Schemes Manager

Division: Corporate Services

Grade: Executive Officer

Responsible to: Corporate Services and Digital Change Manager

Responsible for: 3 Administrative Officers

JOB PURPOSE

The main purpose of the role is to manage the staff and deliver the services and functions of the Training Services Team in accordance with relevant legislation, regulations and other applicable sources. The post holder will lead on the planning and delivery of the training services workload, the development of support systems and processes and the setting and monitoring of operational performance standards.

MAIN DUTIES AND KEY ACCOUNTABILITIES

Operational service delivery

- Manage and plan the workload of the Training Services team including co-ordination of the processing of routine Vocational Training Assistance Scheme applications and Apprenticeship applications in accordance with application legislation/regulations and Departmental procedures. Ensure the effective use of staff time and departmental resources.
- Responsibility for the processing of complex Vocational Training Assistance Scheme applications and Apprenticeship applications. Escalation of issues to line or senior management as required.
- To take the lead on liaison with vocational training providers as required, such as the University College Isle of Man, commercial operators and relevant third sector organisations to ensure that adequate provision is available to support workforce skills development.
- To assist, and where necessary take the lead, with the planning, implementation and delivery of new schemes and initiatives aimed at assisting clients into employment.
- To assist in the provision of information and advice to Government, industry and members of the public on training and development opportunities and support available through the Department of Education, Sport and Culture.
- To be responsible for procurement in areas of the Vocational Training Assistance Scheme operational budget.
- To input into the marketing of the services provided by the Training Services team through promotions, press releases, advertisements, brochures etc., and to co-ordinate these with other parts of the Department.
- To manage the reconciliation and authorisation of invoice payments for all Vocational Training.

Staff management

- Lead regular operational meetings of the Training Services Team to ensure delivery of effective services.
- Proactively plan the personal and work based development for staff in line with Personal Development Plans and ensure compliance with the 3C's performance management system.

Customer services and standards/ Service levels

- Lead the team to deliver high standards of customer service and compliance. Deal with, and oversee, enquiries from employers, apprentices, members of the public and other customer groups in a courteous and constructive manner in face to face, telephone and written correspondence.
- Monitor and take responsibility for maintaining processing standards within the Training Services Team to agreed service levels and quality standards. Conduct regular data accuracy reviews to identify potential discrepancies and inconsistencies taking necessary steps to proactively prevent, address or escalate issues of potential concern. Conduct training and refresher training as required.
- Responsibility for the preparation and maintenance of operational procedure documents and conduct ongoing review of work processes and working practices to identify/promote improvements to customer and support services, including more efficient ways of working.
- Oversee the annual process for the drafting and printing of application forms and guidance notes and provide input to the annual review of any relevant Regulations, including initial drafting of suggested amendments. Ensure content of Training Services website pages is accurate and updated as necessary.
- Act as the customer services champion within the Team to promote the high standards of services and systems.

Management Information and Governance

- Responsibility for the accurate entry and ongoing maintenance of Training Services applications into the computer system and assist with development of other agreed operational management information systems, conducting periodic accuracy/assurance checks.
- Lead and oversee User Acceptance Testing (UAT) of new systems functionality and upgrade patch releases for the CRM system, including timely reporting of test results and issues using agreed reporting platforms.
- Compilation of bespoke system and other reports on Training Services Team matters to assist statutory reporting and performance monitoring against targets.
- Contribution to maintenance of the Corporate Services risk register, including assessment of risks and reporting of risk and near-miss events.
- Assist in designated duties under the Department's emergency or continuity plans as required.

Relationship building and representation

- Build and maintain effective working relationships with customers and stakeholder groups.
- Liaise with GTS/software developers in respect of approved changes to the Training Services Team CRM system.

- Participate in relevant working groups (in-house, across IoM Government and externally as required) and provide constructive input and information to such groups as necessary.

Corporate Support Services/Other Duties

- Participation in project support work within the Department as required.
- Provide cover for the Corporate Services and Administration and Student Awards Managers including staff and workload management activities.
- As a financial signatory the post holder will be responsible for checking and authorising invoices received by the Department, correctly coding same and passing them for payment, in accordance with the applicable delegated financial authority levels for the grade and applicable procedures. The post holder will also be expected to sign official Government Orders for goods or services required by the Division within prescribed levels.
- Any other duties or reasonable instructions relevant to the Executive Officer grade, including such cover or redeployment as may be required in the operational interests of the Department.

General Scope

The job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification and should be reviewed and amended accordingly, in line with the provisions of the 3C's performance management system.

Representation and corporate contribution

The post holder will represent the Department of Education, Sport and Culture in a range of settings, forums, committees, working groups. It is expected that the post holder will be a committed ambassador of the Department and the work that it seeks to achieve. More specifically they will be required to:

- promote the policies, aims and objectives of the Department; and
- provide sound and logical advice within the scope of the role.

Training

The post holder will receive training commensurate with the requirements of the post and may be required to attend relevant training courses.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their personal development plan and interim performance reviews, as well as fulfil their responsibilities as a line manager in relation to the performance management of line managed staff. Regular meetings should be held with line managed staff and quarterly interim reviews are encouraged. These are specifically designed to deliver the aims and objectives of the Department of Education, Sport and Culture.

Health and Safety

The post holder will have a personal responsibility for their own health and safety, the impact of their advice and actions on others and for seeking guidance as appropriate. They will be responsible for reporting any possible risks or near misses to a responsible manager and/or the Health & Safety Adviser for the Department of Education, Sport and Culture as appropriate.

Reporting Framework

The post holder reports to the Corporate Services and Digital Change Manager.

Integrity

As an appointee of the DESC the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all DESC business and to uphold such confidences.

General Scope

This document is intended to be a guide to the general scope of duties but is not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. The role description will be reviewed as necessary to reflect the future requirements of the Department and the Corporate Services division.

What do you need to be successful in this role?

Credibility	Essential or Desirable	Method of Assessment
5 GCSE's including English Language at Grade C or above or equivalent	D	CV
High levels of numeracy	D	CV
Possess a management qualification or attended a relevant training course	D	CV
Experience of working within a corporate services environment with strong customer service focus	E	CV/Interview
Track record of problem solving and innovation including research/appraisal and presentation of options	D	CV/Interview
Ability to clearly, carefully and respectfully communicate with colleagues or customers	E	CV/Interview
Confidently manage challenging conversations with colleagues or customers	E	CV/Interview
Builds supportive relationships with colleagues	E	CV/Interview
Work in an organised way to produce work that is accurate	E	CV/Interview

Capability	Essential or Desirable	Method of Assessment
Knowledge and understanding of the structures and policies of the Isle of Man Government	D	CV/Interview
Ability to use and interpret legislation, regulations and/or detailed Codes of Practice	E	CV/Interview
Accept accountability for the work of the team	E	CV/Interview
Monitor own and others' progress against deadlines and standards	E	CV/Interview
Ability to make timely decisions within the limits of your authority	E	CV/Interview
Understanding of personal limits and consequences of their decisions	E	CV/Interview
Experience or interest in change management	D	CV/Interview
Consistently consider ways to make things better for colleagues or customers	E	CV/Interview
Be versatile and adaptable, managing changing demands	E	CV/Interview
Explore different approaches and turn suggestions into actions creating improved processes	E	CV/Interview
Ability to work independently with minimal direction	E	CV/Interview

Character	Essential or Desirable	Method of Assessment
Recognise development areas and work with colleagues to support and achieve them	D	CV/Interview
Excellent planning and organisational skills to secure successful outcomes even in difficult or stressful situations.	D	CV/Interview
Provide fair and honest feedback to colleagues and encourage feedback from others	E	CV/Interview
Act assertively with colleagues, having confidence in your own ability	E	CV/Interview
Demonstrate the behaviours, attitude and performance expected from colleagues	D	CV/Interview
Recognise that colleagues are motivated by different things and apply the understanding when developing the team	E	CV/Interview
Be assertive and self-confident asking for help in good time	E	CV/Interview
Be supportive of colleagues and recognise those working under pressure	E	CV/Interview
Persevere in difficult situations and encourage colleagues to keep going with their own enthusiasm and commitment	E	CV/Interview
Recognise development areas, showing a positive approach to CPD and training	E	CV/Interview

Circumstances and interests	Essential or Desirable	Method of Assessment
Able to be flexible with working hours to meet customer delivery needs	E	Application
Satisfactory Police Check	E	Application
Current driving licence	D	CV
Isle of Man Worker	D	Application

Competencies Levels for this post

Competency	Level
<p>Leading and working together Generates enthusiasm and commitment and demonstrates this in their approach; works collaboratively with colleagues to deliver results; develops productive working relationships with colleagues and with contacts in other Departments/ externally. Manages disagreements with tact and diplomacy.</p>	B
<p>Communicating and influencing Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.</p>	B
<p>Achieving results Prioritises own work to achieve team goals; schedules activities and resources to deliver to agreed timescales; communicates openly about changes to plans; propose appropriate solutions and considers consequences of different options; makes decisions in a timely manner and recommends/refers important decisions as necessary; strongly focused on achieving results; take responsibility for the delivery of team objectives.</p>	B
<p>Delivering a quality service Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.</p>	C
<p>Changing and learning Assists, coaches and advises colleagues to develop competence and confidence; actively looks for new, better ways of working; offers opinions during discussions which are not always the most obvious. Is versatile and adaptable, and prepared to change their views. Applies up to date specialist skills</p>	B
<p>Showing commitment and resilience Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.</p>	C