

Operations Manager – Skills Jersey

Department: Children, Young People, Education and Skills (CYPES)

Division: Young People, Further Education, Higher Education and Skills

Reports to: Head of Service Skills Jersey

JE Ref: CYP532.1

Grade: CS12 (11-12) **JE Date:** 23/08/2023

Maximise organisational efficiency and effectiveness of existing services and operations in Skills Jersey through the delivery of practical operational support to ensure that they are being managed effectively and income targets are met.

Manage Skills Jersey's marketing activities to ensure that all aspects of the service are engaging effectively with Jersey's young people in order to raise their career aspirations and future opportunities in line with GOJ's post-16 education strategy.

Job specific outcomes

1. Plan, develop and execute a range of marketing activities and events across all Skills Jersey service lines in order to address the skills gaps in the Island through raising the aspirations and achievements of Jersey's young people, developing their skills for adulthood and the world of work, and increasing their ability to choose and achieve positive career, life and learning goals.
2. Project manage and co-ordinate the organisation and running of marketing and information sharing events, such as careers fairs and Employer/Student/Training Provider forums, to ensure that the services of Skills Jersey receive a high profile Island-wide and stakeholders are actively consulted in order to drive forward Jersey Skills services.
3. Co-ordinate the implementation of action plans from facilitated, information-gathering employer/student forums and public consultations, in order to help develop and improve Skills Jersey services.
4. Build effective working relations across teams, with schools and colleges, education bodies, Inclusion and Early Intervention teams, Childrens Services and Social Workers to ensure Skills Jersey's schools and colleges teams are integrating and working effectively with each other, other key functions in CYPES and education, and students and parents/care-givers.
5. Implement communication/feedback/support procedures so that students and parents are well informed of career progression opportunities, and that schools and colleges are informed of learner needs.
6. Manage operationally the continued development of apprenticeships through the Trackers Apprenticeship Programme, taking responsibility for the investment in new apprenticeship areas, to meet the needs of the Island's skills gaps and to promote "home grown talent".

7. Regularly review the delivery of commercial activities at Highlands College to ensure that they are being managed effectively and income targets are met.
8. Provide practical operational and supervisory support to the teams directly supporting students with Special Educational Needs (SENs), potentially Not in Education, Employment or Training (NEET) and following alternative curriculum or foundation pathways to ensure that their students are able to take real value from services, events and activities, and to ensure that their needs are taken into account in the delivery of services and the development of the Marketing Plan.
9. Establish effective performance management systems, including the procurement and implementation of a suitable Management Information System, to monitor and assess the value of the services designed to achieve the Island's Skills Strategy and report on their impact to the senior managers of Skills Jersey, the Leadership Team of CYPES and relevant political bodies.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Professional qualification (at Level 5 or above) in Management & Leadership, Human Resources, Education or Training.	
Knowledge	<p>Extensive knowledge and experience of workplace learning</p> <p>Knowledge of managerial techniques for managing change and performance development.</p> <p>Deep knowledge of business and operational systems to support the most effective and efficient running of a function.</p> <p>Good understanding of marketing techniques, activities and approaches within an educational context.</p> <p>Working knowledge of planning, designing, developing and implementing programmes of work for students, ensuring that they are costed, promoted and adapted by industry and schools and other relevant parties.</p>	<p>Good understanding of workplace learning and the education system in Jersey.</p> <p>Understanding of Jersey Employment Law</p>
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	<p>Uses a variety of marketing techniques and communications, including social media.</p> <p>Working knowledge of Health & Safety at Work law.</p> <p>Setting up and maintaining MI/administrative systems to report on both qualitative and quantitative outcomes of projects/programmes to a wide variety of stakeholders.</p> <p>Institute of Occupational Safety and Health training or equivalent.</p>	Safeguarding certificated
General Skills/Attributes	<p>Excellent networking skills, with the strong relationship management skills needed to support the building of a relevant and effective network across education and industry.</p> <p>Strong project management skills, demonstrated through the successful delivery of a variety of complex projects.</p>	

	<p>Effective interpersonal and communication skills through all media.</p> <p>Receptive to, and an instigator of new ideas, and clearly explains, presents and implements change.</p> <p>Understands the external environment in which the role operates and demonstrates this through working practice.</p>	
<p>Experience</p>	<p>Experience of working autonomously at a management level within in an operational role.</p> <p>Experience of designing and implementing business systems and procedures to support the smooth operational running of a function.</p> <p>Experience in designing and running marketing campaigns, including the use of social media.</p> <p>Experience in independently planning, organising, facilitating and leading large stakeholder meetings, public events and training events.</p> <p>Extensive experience in implementing effective performance management systems to monitor and evaluate the effectiveness of teams.</p> <p>Extensive experience of setting up and managing employer networks capable of providing work experience placements.</p>	