

# Head of Learner Services

## Job Description and Person Specification

### Position Details

<b>Position:</b> Head of Learner Services	<b>Department:</b> Learner Services	<b>Reporting to:</b> CEO
<b>Salary:</b> Management Grade	<b>Contract:</b> Perm	<b>Hours per week:</b> full time

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

<ul style="list-style-type: none"> <li>• To ensure necessary records are kept, maintained and health and safety guidelines are met.</li> <li>• To collect and manage feedback in order to positively affect future performance.</li> <li>• To participate in management team and performance review meetings.</li> <li>• To develop, protect and enhance the MK SNAP brand.</li> <li>• To deputise for the CEO or members of the SMT where required and act as an outstanding ambassador for the organisation</li> <li>• Monitor, analyse and input data in a CRM system related to identify trends, assess effectiveness, and make data-driven decisions for improvement.</li> <li>• Build and maintain relationships with external organisations, commissioners, and community partners to enhance learner services and support networks.</li> <li>• Work closely with other senior management team and the board of Trustees within MK SNAP, to ensure seamless coordination and alignment of support services.</li> <li>• Provide training and professional development opportunities for the staff team to enhance their skills and keep up-to-date with best practices in learner support.</li> <li>• Encourage innovation to adapt to changing learner needs and improve the overall experience.</li> <li>• To carry out any other duties as required which are commensurate with the level of the post.</li> </ul>	
<p><b>Reference: Head of LS MK SNAP</b></p>	<p><b>Closing Date: 18 August 2023 Interview Date: Week beginning 21 August 2022</b></p>