

**BCP Council  
JOB DESCRIPTION**

**SERVICE UNIT:** Education and Skills, Skills and Learning Adult Community Education  
**JOB TITLE:** Area Programme Manager  
**REF No:**  
**GRADE:** H  
**JE REF No:**  
**RESPONSIBLE TO:** Designate: Foundation Skills and Learner Services, Community and Skills, Business and Engagement

**MAIN PURPOSE**

- To act as champions of excellence and support teaching and learning staff in the designated curriculum area in achieving high standards in teaching and learning and associated activities
- To ensure that the Service curriculum strategy and priorities for the designated curriculum area(s) are met and that the strategy and priorities are interpreted to meet local and Service needs

**MAIN RESPONSIBILITIES**

1. Plan, deliver and evaluate own teaching and learning programmes in line with Service standards and as required by the Curriculum Manager.
2. Keep up-to-date with national curriculum trends and developments, work with the Curriculum Manager to ensure that the Service offer reflects these trends and developments and support teaching and learning staff to embed changes in their own practice.
3. Develop and maintain an up-to-date knowledge of community plans and local issues to support the interpretation of the Service curriculum strategy at a local level as required.
4. Act as a point of contact for community-based organisations.
5. Support the recruitment of teaching and learning staff.
6. Line manage teaching and learning staff, including volunteer tutors (where appropriate) in accordance with agreed Service standards.
7. Take responsibility for ensuring the recruitment, induction, probation and performance management (Appraisals) of teaching and learning staff to Service quality standards.
8. Take responsibility, under the guidance of the Curriculum Manager, for the quality of teaching and learning and associated resources in the designated curriculum area.
9. Work with other Area Programme Managers to ensure that learners receive high quality teaching and learning and that Service and national requirements are met.

10. Provide timely and accurate data on learner recruitment, retention and achievement and other learner information as required by the Curriculum Manager.
11. Contribute to the development of Information, Advice and Guidance (IAG) and take responsibility, under the guidance of the Curriculum Manager and in liaison with relevant staff, for ensuring that all learners receive good quality IAG in accordance with Service and national standards.
12. Prepare and quality check course information sheets and other course information as required.
13. Deal with Curriculum related queries and complaints.
14. Lead on Self Assessment for areas of responsibility within the designated curriculum area.
15. Take responsibility as required by the Curriculum Manager for internal verification, moderation and exam procedures and ensure they meet Service standards and awarding body requirements.
16. Take responsibility, under the guidance of the Curriculum Manager, for supporting the professional development of teaching and learning staff, including volunteers, where appropriate, within the designated curriculum area.
17. Take responsibility, under the guidance of the Curriculum Manager, for supporting teaching and learning staff, and volunteers where appropriate, in understanding and complying with the Service's:
  - Quality policies and systems
  - Equality and diversity legislation, policies and practices
  - Health and safety and risk assessment requirements, including safeguarding
  - IAG policy and processes
  - Learner support policy and processes
18. Take responsibility for co-ordinating/providing mentoring activity and training as required.
19. Plan, deliver and evaluate staff development and training sessions as required and in line with Service standards.
20. Plan, deliver and evaluate curriculum network sessions as required and in line with Service standards.
21. Act as lead trainer for designated staff development and training as required.
22. Support, as required, the administration of examinations including the training of invigilators, and briefing of office staff.
23. Work with the cross-service curriculum team to meet required curriculum and quality standards
24. Attend Service meetings, national and local training events as required.
25. To be responsible for own Health and Safety and the Health and Safety of others

who may be affected by your actions or omissions.

26. To undertake such other duties as may be required from time to time commensurate with the level of the post.
27. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by: Lesley Spain

Updated: (April 2023)

## PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Significant experience of working at a management level</li> <li>• Successful track record of establishing a strong performance culture</li> <li>• Experience of working in a customer focused environment</li> <li>• Experience of motivating teams, developing people and building partnerships</li> <li>• Successful track record of curriculum development in the post-16 sector</li> <li>• Relevant experience of preparation of reports, including statistical reports, general correspondence, etc.</li> <li>• Relevant experience of working within the adult learning sector and specifically with community groups</li> <li>• Experience of undertaking classroom observation and providing feedback</li> <li>• Experience of interviewing techniques and procedures</li> <li>• Success in achieving business and developing business relationships</li> <li>• Experience of working in the AE/FE sector 1, 4 &amp; 5</li> <li>• Experience of managing a budget and resources</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Application Form Interview References</p>
<p><b>QUALIFICATIONS / TRAINING</b></p> <ul style="list-style-type: none"> <li>• Qualified to level 4 in post-related discipline or significant experience</li> <li>• Minimum of City &amp; Guilds 7407 Stage 3 or PGCE or equivalent</li> <li>• Skills for Life related qualifications, e.g., 9295 Adult Learner Support or Level 3 Specialist Support</li> <li>• Relevant Assessors Awards eg A1, D32/33</li> <li>• A strong commitment to Continuing Professional Development (CPD) and have evidence of own on-going</li> <li>• A qualification in marketing and communications or significant experience of this area of work</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable Desirable</p> <p>Essential</p> <p>Desirable</p>	<p>Application Form Certificates</p>
<p><b>APTITUDES / ABILITIES</b></p> <ul style="list-style-type: none"> <li>• Excellent inter-personal skills</li> <li>• Excellent communication skills (face-to-face, written, telephone)</li> <li>• Good organisational and time management skills</li> <li>• Highly developed ICT skills</li> </ul>		<p>Application Form Interview References Practical Test</p>

<p><b>KNOWLEDGE</b></p> <ul style="list-style-type: none"> <li>• Sound understanding of the issues, implications and current changes and challenges facing the post-16 education and training sector</li> <li>• Sound understanding of the principles and standards applied by Ofsted</li> <li>• Working knowledge of Microsoft Office package</li> <li>• Knowledge of the defined curriculum area</li> <li>• Knowledge of programme co-ordination within adult learning provision</li> <li>• An understanding of the principles of effective sales, marketing and communications</li> <li>• Knowledge and understanding of the AE/FE sector</li> <li>• An excellent understanding of, and commitment to: Equality and diversity Health and safety Ethical sales activity Customer care</li> </ul>	<p>Essential</p> <p>Essential Essential Essential Essential</p> <p>Desirable</p> <p>Essential Essential</p>	<p>Application Form Interview</p>
<p><b>ATTITUDE / MOTIVATION</b></p> <ul style="list-style-type: none"> <li>• Personal commitment to providing high standards of customer care.</li> <li>• A positive outlook, resilience, motivation and reliability</li> <li>• A positive response to change and to being open to new ideas and ways of working</li> <li>• A clear focus on high quality and business development</li> <li>• Credible and comfortable in dealing with a range of customers and business organisations</li> <li>• Results oriented with the ability to flourish in a competitive environment</li> <li>• Ability to work both independently and as part of a team</li> <li>• A flexible approach to working hours</li> </ul>	<p>Essential</p> <p>Essential Essential</p> <p>Essential Essential</p> <p>Essential</p> <p>Essential Essential</p>	<p>Application Form Interview References</p>
<p><b>OTHER FACTORS</b></p> <ul style="list-style-type: none"> <li>• Ability to travel around the County (and to other areas of the UK) in an agreed timely manner</li> <li>• Enhanced Criminal Records Disclosure</li> <li>• Flexible approach to working hours</li> </ul>	<p>Essential</p> <p>Essential Essential</p>	<p>Application Form Interview Driving Licence Satisfactory CRB Disclosure</p>

## CONTEXT STATEMENT to accompany Job Description & Person Specification

<b>Job title:</b>	Area Programme Manager
<b>Service:</b>	Adult Learning
<b>Location:</b>	Designate Learning Centre (Dorset)
<b>Reports to (designation):</b>	Designate: Foundation Skills and Learner Services, Community and Skills, Business and Engagement

### Organisation structure

The post holder will be a member of a designate curriculum team and the Middle Management team. Curriculum teams comprise of a Curriculum Manager, Area Programme Managers and administrative support staff.

The Middle and Senior Management Team drive forward the service's quality agenda and plan the programme to meet learner and funding target numbers and government, Council and service priorities. Team members are located at one of the learning centres across Dorset.

### Service Information

*The service\** is the joint adult learning service for Bournemouth, Christchurch, Dorset and Poole which is part of the Education Directorate of Children's Services in Bournemouth, Christchurch and Poole Council. It is one of the largest providers of part-time learning opportunities in Dorset, offering a wide range of vocational and non-vocational subjects across a broad curriculum to individuals and groups aged 16 and over, and to businesses.

The learning offer is responsive to local and national priorities, offering the post-16 population opportunities to up skill, gain qualifications and participate in learning activities to maintain health and well-being. Learning opportunities are primarily delivered in seven learning centres in Dorset (Boscombe, Blandford, Christchurch, Dorchester, Ferndown, Poole, Weymouth) and in a range of other external venues including schools, community centres and in the workplace.

The service contributes to each council's agendas for improving the life chances for children and young people, helping vulnerable adults to maintain independent living, improving health and well-being, community safety, cohesion and strengthening Dorset's economy. The Service works with a range of internal and external partner organisations to widen participation in learning.

### Context of the work

The purpose of the role is to manage a specific curriculum area and to manage the performance of the staff responsible for delivering and improving the quality of the curriculum area.

This includes developing a curriculum programme against priorities and in response to local needs. The role will be responsible for business development and improvement activities to achieve service outcomes.

Key aspects of the role will be to assure and improve the quality of the programme and to support the delivery team effectively to promote learning and improve outcomes for learners.

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In order to do this, the post holder will observe teaching and learning staff and give detailed feedback, action plans and support for improvement; communicate regularly with the delivery team via telephone, email, team and standardisation meetings, and carry out staff performance and development reviews.

APMs will act as a co-ordinator for EV visits; they will work closely with the Lead IVs to improve the quality of assessment practice; they will be responsible for programme quality files as requested by the EV and awarding bodies.

As part of the middle management team, the post holder will be expected to work on cross-curricula projects and to be pro-active in developing the curriculum offer and in improving quality.

### **Supervision and management**

To manage and co-ordinate Teaching & Learning staff.  
Be responsible for performance management and appraisal of staff.  
Teaching & Learning staff dispersal across other learning centres

### **Contact and relationships**

Dealing with a range of complex and contentious matters requiring support, persuasion, advocacy and sensitivity, within the application of operational guidelines. The outcome will have significant implications, including care, for the contact or the service.

Provision of Information, Advice and Guidance to learners.

Advice to Teaching & Learning staff based on a knowledge of how the service and the curriculum subject area should be delivered.

Contacts with partners involved in the provision of learning.

### **Decisions and consequences**

Decisions which lead to the setting of working standards in the provision of operational services and/or decisions leading to changes in important procedures or service practice.

Decisions which have a material effect on the internal operations of the post's own or other departments or on the individual or on the provision of service to the public.

### **Resources**

Responsibility for use and safekeeping of furniture, fixtures, fitting and small equipment.

Petty cash for the purchase of teaching resources.

### **Work demands**

Lead, plan and organise own work loads.

Work is subject to deadlines involving changing problems, circumstances or demand and the role holder will be required to manage tasks in accordance with this.

### **Other information**

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The post is based in the one of the Learning Centres in Dorset. Post holders may be required to taking responsibility for unlocking and locking premises.

Some travelling between Service sites will be required.

Where the post has part-time hours, the deployment of hours can be negotiated but the agreed hours must suit service need and may include some Saturday and evening work. Post holders are required to have a flexible work pattern to ensure that Service needs at peak times are met and to enable day-to-day communication with learners, contacts, partners and other stakeholders.

<b>Context Statement prepared by:</b>	Lesley Spain		
<b>Designation:</b>	Principal Learning Manager	<b>Date:</b>	April 2023