

Job Profile

Job Title: Community Operations Manager

Job Grade: Zone 3 Level 2

Salary Range: £36,141 - £40,817 Pro rata (0.8 FTE)

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the team/service

The Adult Community Learning team in Camden Council encourages and supports adults to take their first steps back into learning and become more active economically and socially and maintain better health. The different programmes delivered under Health and Wellbeing, Digital Inclusion, Family Learning, ESOL and Community Development allow learners to have a better holistic life in their families and communities.

About the role

Camden ACL is recruiting a Community Operations Manager to operate as an IAG/Enrolment/Marketing/Facilities/Safeguarding/ and Exams in the community co-ordination point for Adult Community Learning in Camden neighbourhoods. We work with multiple partners and our courses take place at different venues in the borough. We deliver learning in up to 90 different venues and though much of the work is done by the academic team and other support colleagues we need a highly organised, independent thinker to help us bring our resources together. The post holder will also line manage a small team of 3 to 5 termly hours IAG/Enrolment Support Officers. The post and its team will sit in the Community Development Department team. The post holder will need to be available to work occasionally on weekends.

About you

Role requirements include:

- Experience of managing, leading and maintaining a diverse, strong and motivated team
- Have a comprehensive understanding of staff performance with the ability to motivate the team to achieve performance targets
- To plan and develop multi department Enrolment and IAG interventions in the community.
- To develop partnerships with local organisations and relevant Council teams to reach priority groups.

- To help Camden Adult Community reach its learner number targets but providing effective IAG and enrolment support in the community.
- To co-ordinate the administration of examinations/controlled assessments including registration of learners and issuing of certificates and centre security.
- To jointly plan with ACL managers to help create effective and efficient operations to provide IAG and enrolment in the community.
- To monitor and improve quality of delivery through rigorous and supportive performance management of Community IAG/Enrolment Support officers.
- Commission marketing from Central Communication Services.
- Liaise with Central Communication Services around photos, videos, learner, and staff quotes.
- To ensure IAG/Enrolment staff have the support, resources and equipment to deliver current, high quality IAG and Enrolment in centres that meet health and safety and safeguarding requirements.
- To ensure learners receive thorough and impartial information and advice to enable them to make informed choices about their current learning and future plans.
- To operate as a named reserve (deputy) safeguarding officer reporting to the designated safeguarding named officer for the Service.
- Liaise with managers, tutors and other colleagues around IAG and marketing to promote ACL and ACL courses
- Maintain the central record for risk assessments, including building risk assessments and partnership agreements.
- Take responsibility for the administration of student surveying activities
- Maintain and report on student voice activities.
- Collate examples of learner journey.
- Maintain the Service website and operate as a liaison with IT over those issues.
- Maintain the Service Social media presence.
- Support community events such as festivals, job events, Choices day and Celebration of Achievement.
- To operate as an ambassador for the Service in the community. Be an active visible presence in Camden.
- Organise centre cover/administration where required. In particular in centres where ACL has a more autonomous control over the environment (e.g Netley Primary school.)
- To organise and take responsibility for the pay claims for termly hours staff reporting to the post holder.
- Maintain and update as necessary the ACL banner and other promotional materials.

Outcomes or objectives that this role will deliver:

- An effective IAG and Enrolment support offer in the community
- Advertising and marketing that is commissioned through the Camden Communications team in a timely and effective manner.
- Effective administration of examinations and efficient and secure assessment processes and relationships with boards.
- Effective administration of risk assessment and partnership agreements.

Knowledge and Skills

- Working with a range of stakeholders including linguistic minority community organisations and a range of statutory and voluntary sector services.
- Strong communicating skills both written and oral.
- Ability to analyse data and apply to service design in the community.
- Experience developing an administrative provision. A strong sense of direction and purpose and an ability to communicate the vision, purpose and sense of direction of the Service.
- Excellent organisational skills and an ability to work to deadlines
- Familiar with safeguarding procedures
- Excellent IT skills, including the ability to use MS Office Word, Excel and Outlook
- A skilled and experienced IAG professional.
- Strong understanding of engaging adults in community settings
- An understanding of the English language needs of migrants, refugees, and other barriers to accessing class
- A clear understanding of the need for effective and secure processes in examinations.
- Good web and social media skills.
- A good understanding of the practical application of advertising and marketing.
- Level 2 functional skills in English and Maths
- The ability to be a skilled people manager and manage processes

Work Environment:

The ACL team is based in 5 Pancras Square. The post holder will be expected to spend part of the working week out in the community centres where courses are being delivered.

People Management Responsibilities:

Line manager 3 to 5 members of staff.

Relationships:

- This post reports to the Programme Manager Community Development
- Tutors
- Termly hours reports

- Peer and senior managers within the Service
- Managers in local community organisations and centres
- Managers in relevant Council teams
- IAG providers
- Camden Communications Team
- Volunteers

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything

differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.