

Job Profile Information: Virtual School Operations Manager

This supplementary information for *Virtual School Operations Manager* for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To ensure the effective operational delivery of Virtual School functions, providing high quality, effectively coordinated services that improve educational outcomes for looked after children, previously looked after children, and care leavers.
- To take a lead role in the development and monitoring of Virtual School systems/procedures.
- To deliver service improvements within the Virtual School with a focus on operational effectiveness and efficiencies that result in improved outcomes for looked after children and young people and input into Council wide strategies.
- The role works closely with the Head of the Virtual School for LAC and Previously LAC, and will work with the management team and others across the Service as well as departmental/Camden Council colleagues and external partners.

Example outcomes or objectives that this role will deliver:

- To lead on the development and implementation of Virtual School business systems and procedures e.g. ePEP procedures, dissemination of Pupil Premium Plus funding, etc.
- To keep abreast of changes to education and social care legislation and statutory guidance, and to adapt Virtual School business systems and procedures accordingly
- To coordinate the Annual Report of the Virtual School Head, a statutory document required by Ofsted during inspection and presented to Corporate Parenting Board annually.
- To develop and coordinate the Virtual School's Training Programme for professionals involved in the education of looked after children.
- To lead on the commissioning, implementation and development of an online platform for Personal Education Plans (PEPs)

- To be responsible for the day to day management of the e-PEP platform and troubleshooting
- To represent the Virtual School at national and regional e-PEP conferences and development forums
- To develop and oversee the Virtual School's reporting cycle
- To manage complex data collection processes and coordinate the collection of
 - absence and exclusion data for all LAC Reception- KS5 (via commissioned provider)
 - teacher assessment data for all LAC aged 2-18 (via commissioned provider)
 - Mock GCSE Results (collected by VS annually)
 - statutory assessment data for all LAC aged 5-16 including GCSE results (collected by VS annually)
 - Key Stage 5 outcomes data including A Level / AS Level /BTEC results (collected by VS annually)
- To be responsible for the completion and submission of datasets as required for inspections and statutory returns including Dataset 8 (Ofsted), Fostering Return, SSDA903 Return, ADSC dataset, section 251 finance return, etc.
- To produce management information reports as required e.g. PEP compliance reports
- To cleanse complex datasets and to liaise with schools to ensure that data held by schools is cleansed in advance of the termly school census / returns to DfE.
- To provide detailed analysis and evaluation of data as required
- To be responsible for providing responses to FOI requests relating to the education of looked after children within specified timeframes
- To support the Virtual School Head and Service Business Manager with budget work including pay forecasts and quarterly monitoring forecasts
- To produce an annual summary of the VSH's use of Pupil Premium Plus, in accordance with the Conditions of Grant
- To advise schools, foster carers, adoptive parents and other professionals on funding issues affecting LAC and previously LAC
- To negotiate contracts and/or Service Level Agreements with providers (including Welfare Call, eGov Digital, tuition agencies, etc.)
- To be the Virtual School's main point of contact with commissioned provider, Welfare Call
- To administer LAC Attendance Panel (monthly), chaired by Head of IRO Service
- To set the agenda for Attendance Panel by analysing data to identify priority cases for discussion
- To administer 16+ NEET Panel (monthly), chaired by Head of Children's Care Provision
- To set the agenda for NEET Panel by generating reports and analysing data to identify priority cases for discussion
- To coordinate and manage the Virtual School Calendar and have oversight of all key Virtual School meetings
- To coordinate recruitment exercises as required by the Virtual School Head
- To assist the Virtual School Head in coordinating work plans e.g. in preparation for inspection

People Management Responsibilities:

- To line manage 1 x LAC Education Support Officer with responsibility for Pupil Premium Plus, Supplementary Tuition, Alternative Education, LAC Achievement Awards, Enrichment Activities

Relationships;

Key contacts will include:

- Internal: Other Family Support and Social Work teams; Admissions; Inclusion; SEN & EPS; Connexions; Research and Management Information Team (RMIT); Children's Quality Assurance Unit; CSF Strategy and Improvement;); service users (looked after children and young people & their foster carers/residential keyworkers),
- External: Schools, colleges and alternative education providers (both in Camden and out of borough); other local authorities' education departments (Admissions/Inclusion/SEN/EPS/Connexions) partner organisations; agencies including the Department for Education and Ofsted
- The post holder will be required to work closely with the Head of the Virtual School and to liaise with senior managers and members on a regular basis.

Work Environment:

- The post holder will be required to visit LB Camden offices across the Borough but will be primarily based at the Crowndale Centre where he/she will be required to work within an open-plan agile working environment.
- The post holder will often need to balance competing demands and be able to prioritise their work and arrange support.
- The post holder is required to work flexibly, be self-motivating and work under their own initiative or with light touch supervision to meet individual work targets and the priority demands of the team.
- The post holder will be expected to work within and across various teams and projects throughout the directorate and the wider council

Technical Knowledge and Experience:

- Educated to degree level or equivalent (essential)
- Project management qualification (desirable)
- Excellent organisational skills and ability to manage a complex and varied workload, prioritising effectively and adhering to statutory timeframes
- Able to prepare and present complex reports in a clear and concise format to a wide range of audiences
- Excellent communication, presentation, influencing and negotiating skills
- High level of adaptability including the ability to take a flexible approach in response to rapidly changing organisational needs and service deadlines
- Excellent partnership working skills and an ability to lead and work collaboratively with others
- Ability to analyse and evaluate problems and to define and implement solutions
- Comprehensive project management skills and the ability to coordinate several work streams at once
- Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes, with the ability to collate, manipulate, analyse and present data
- People management skills and performance management skills with the ability to lead people to ensure delivery of a consistently high level of performance, quality and customer care.
- Significant experience of leading business operations in the education/children's social care sectors
- Experience of working across teams, departments and organisations to promote co-ordinated activity
- Proven experience in managing projects, allocating resources and ensuring partnership working
- Experience of organising and co-ordinating events involving senior officers and elected members
- Experience of designing and delivering service improvement initiatives
- Experience of working with school based staff
- Experience of handling large volumes of data
- Experience of contract monitoring, review and evaluation of contract compliance
- Experience of dealing with complex cases/enquiries, FOI requests and complaints

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility