

Job Capsule Supplementary Information: ACL Programme Manager: Digital Skills

This supplementary information for the ACL Programme Manager: Digital Skills is for guidance for Job Level 4, Zone 1

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.

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Role Purpose:

- To plan and develop a highly engaging, flexible and impactful Digital Skills offer to meet local and national priorities
- To identify, plan and develop new partnerships with local organisations and collaborate with relevant Council teams to reach priority groups and run programmes in appropriate community venues
- To reach Service performance targets including: recruitment of priority learner groups; delivery in priority locations; safeguarding; learner recruitment, attendance and achievement; quality of delivery; number of taught hours; learner outcomes and progression
- To ensure contracted community learning venues e.g. schools, libraries, community centres, comply with current legal requirements and responsibilities such as Health and Safety, public /employers' liability insurance, Equalities Act compliance, Safeguarding and Equal Opportunities, including the management of risk and resources, and to establish Partnership Agreements with all new community learning venues.
- To manage and supervise use of IT, both Hardware and Software used in teaching in various community, library and small learning centres across the Borough.
- To monitor and improve Quality of delivery to OFSTED Good or Outstanding through rigorous and supportive performance management of tutors, including: development and monitoring of staff development plans; participation in the Service's OTLA programme; MATRIX, focus groups; regular staff training and development activities; staff meetings.
- To work closely with the MIS manager to ensure curriculum area data requirements are met in a timely and accurate manner.
- Work closely with Head of Service, Deputy Head and other Programme Managers to contribute to the Service's annual Self-Assessment Report and Quality Improvement Plan through ongoing analysis and action in a timely and effective manner.

- To ensure tutors receive the support, resources and equipment needed to deliver responsive, meaningful, high quality and engaging Learning. To enable OFSTED good or better standards and in line with the Service's RARPA requirements including meeting health and safety and safeguarding requirements.
- To manage the recruitment of tutors as appropriate to the needs of the Curriculum Area through close liaison with the Head of Service and Human Resources
- To manage the delivery of external accreditation where appropriate.
- To work closely with Community Development Manager to ensure that volunteers are supported to meet the Service's Quality standards.
- To work with tutors and colleagues within the Service to plan a range of enrichment opportunities for learners.
- To work closely with colleagues across the Service and Council to deliver Service-wide events and celebrations.
To work closely and jointly plan with ACL managers in other curriculum areas to ensure a cohesive Service offer
To cover any tutor absence as appropriate
- To provide management cover at the two in-house learning centres as appropriate.
- 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 ensure learners' additional needs are identified and met

Example outcomes or objectives that this role will deliver:

- High standard of teaching in the digital skills curriculum area that meets the required OFSTED quality criteria
Achievement of a significant target number of enrolments annually
- Delivery of a significant target number of taught hours.
- Relevant and up-to-date IT resources (hardware and software) available and in good working order for delivery of teaching courses in different locations across the Borough
- A digital skills programme that effectively reaches priority groups and achieves high levels of learner and partner satisfaction

People Management Responsibilities:

- Tutor team approx. 5 FTE (7-10 tutors)
- Digital Skills Infrastructure Coordinator 1 FTE

Relationships:

- Tutors
- Digital Inclusion Infrastructure
Coordinator Crèche staff
- Peer and senior managers within the Service
MIS manager

- Managers in local community organisations and centre
Managers in relevant Council teams
- IAG providers
- Service marketing lead

Relationships:

This post reports to the to the Deputy Head of Service, Education, Supporting People

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. The post holder will occasionally be required to work weekends and evenings.
- The post holder will be able to request to work from home as appropriate
- The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

Technical Knowledge and Experience:**Essential:**

- Full Level 5 adult teaching qualification (such as DTLLS or its equivalent)
Level 2 Literacy and Numeracy

Desirable

- Qualification in teaching IT

Knowledge:

- Approaches to adult learning
- Current pedagogy and policy in relation to teaching IT to all level Adults Ofsted Common Inspection Framework
- Statutory safeguarding and health and safety requirements

Skills:

- Appropriate standards of customer care in working with vulnerable, disadvantaged learners with low levels of skills, confidence and self-esteem
Excellent interpersonal skills to develop and support individual staff in their teaching and learning practice
- Ability to work collaboratively in a team

- Ability to develop effective partnerships with local, external and internal agencies and services to engage priority groups in learning
Ability to respond quickly, proactively and creatively to issues and challenges
- Creativity and innovation in developing engaging programmes and in seeking continuous improvement in service delivery
Proven organisational and administrative skills
- Excellent written and verbal communication and interpersonal skills including cultural awareness
Ability to analyse data to inform quality improvement and future development
- Excellent IT skills, including the ability to use MS Office Word, Excel and Outlook
Experience of financial management and budget planning

Experience:

- Managing and teaching in adult community learning settings
- Working with learners from diverse backgrounds reflecting the population of Camden
Planning and managing non accredited and accredited courses
- Carrying out formal observations of teaching, learning and assessment
Planning and delivering staff development activities

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

For further information on the Camden Way please select the attached [HERE](#)

Service structure 2019 - 2020

