



## **Delivery Manager**

**LOCATION: Multiple Sites across the Black Country (3 in total)**

**REPORTS TO: Curriculum Manager of E&S**

**Come to work at SCL, have fun, feel inspired and be inspiring! Every single person who works at SCL is making a difference in our local communities and having a huge impact on children and young people's lives.**

**Founded in 1999, SCL is the UK's largest provider of education and skills training within the sports and active childcare sector working with grassroots Academies through to Premiership Football Clubs such as West Ham Foundation, Premiership Rugby, and Elite Cricket Clubs, positively impacting the future prospects of children and young people.**

**When you join us, you will see that working for us is more than just a job - you will be part of a team who have built a highly successful, fast-growing business.**

**Working closely with SCLs Curriculum Manager, Director and all operational staff, the Operational Lead is responsible for the day-to-day co-ordination and management of the assigned sites.**

**They will be responsible for effectively managing all operational functions for each site and supporting all staff ensuring that everyone is working together to achieve the best outcome for SCL and our learners.**

**This will include creating operational plans as well as ensuring quality is managed and service delivery supports the business strategy, goals, and objectives, all policies and processes are adhered to as well as taking responsibility for working with the team to effectively always manage the health and safety on site.**



- Working within your communities, including, where relevant, with parents/carers, employers, local services, and organisations responsible for local and regional economic planning.
- Chair and set daily objectives in team meetings, to ensure the best learner experience and outcomes.
- Manage all compliance processes (in line with company SOP) and actions for each site to ensure no funding risk.
- Manage learner behaviour with the Mentor and delivery team.
- Analysis and drill down on all data, report back to the CM.
- Deal with learner, parents and stakeholder queries timely for each site.
- Lead on learners' progression through employer and FE interaction, facilitate open days and networking events.
- Lead on learner work experience and destination matching and tracking, ensuring centre KPI's are achieved.
- Develop strategies /best working practices working with internal stakeholder to better serve our learners and delivery staff.
- Support in forging relationships within the commercial team within region with organisations to provide meaningful work experience.
- Engage with the staff and be aware, take account of the main pressures on them. Have realistic and constructive ways to support staff, including their workload.
- Protect staff and learners from harassment, bullying and discrimination.
- Ensure an effective culture of safeguarding /health & safety, that enables staff to: identify, help and protect learners who may need early help or who are at risk of neglect, abuse, grooming, exploitation, radicalisation or extremism; help learners to reduce their risk of harm by securing the support they need, or referring in a timely way to those who have the expertise to help; and manage safe recruitment and allegations about adults and learners who may be a risk to other learners and vulnerable adults.
- Effectively lead and manage the team to ensure all staff achieve and exceed Quality of Education KPI's.
- Ensure learners have up to date information regarding E&M exam dates & venues and are of JCQ regulations.
- Invigilate exams when required.
- Manage resource in centre.
- Complete 'License to Invigilate' for FS & mock exams
- Manage the health and safety of the site and activities
- Manage facilities within the site
- Ensure all site admin is completed accurately and on time
- Control and keep to expenditure budget and make cost savings where appropriate.
- Record absence



## Management Information

- Undertake internal process reviews and produce recommendations to ensure service delivery is optimised.
  - Report to the CM monthly, ensuring operational performance is monitored and where necessary improved.
  - Collate, analyse, and report on the regions KPI 's, ensuring targets are achieved.
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- Minimum of 3 years' experience within an associated/similar role.
  - Proven experience of providing an outstanding learner experience.
  - Experience of commercial and business development including building relationships with key employer links, education establishments, and other stakeholders.
  - Experience meeting challenging KPIs in a complex setting.
  - Exceptional organisational skills
  - Experience of meeting students' needs and impacting positively on the student experience.
  - Proven experience of effectively delivering challenging KPIs and high-level performance
  - Ability to cultivate an aspirational culture in which the team and students can thrive and grow.
  - Strong motivation to lead the achievement of outstanding.
  - Ability to plan, communicate and problem solve effectively.
  - Excellent communication skills both written and oral
  - Strong influencing skills
  - Ability to work under pressure and meet deadlines.
  - Self-managing/reflective
  - Ability to act as an ambassador for SCL with a range of external organisations, stakeholders, and the community.
  - An understanding of Safeguarding of Children & Vulnerable Adults within the workplace
  - Full commitment to Equal Opportunities and anti-discriminatory working practices
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- You are enthusiastic.
  - You will always go the extra mile.
  - You have a "make it happen" attitude.
  - You deliver on your promises.
  - You are a positive role model.
  - You always place the customer at the heart of everything you do.
  - You realise by working as team we are stronger together.



- **Attractive benefits for you and your family** - We offer Life Assurance, Income Protection and reimbursement for dental, optical and alternative health therapies to all our staff.
- **An exciting and rewarding employee recognition scheme** - We make sure excellence is recognised and give our stars a very special VIP experience at our annual awards.
- **Outstanding internal promotion prospects**
- **Investment and Training** - We are dedicated to developing you to reach your potential.
- **Companywide Socials** - A chance for the entire company to get together.
- **Excellent Staff discounts on SCL services** - Opportunity to save on childcare costs at SCL provisions.

**The safety and welfare of children is paramount to SCL, all applicants will be subject to thorough background checks to ensure their suitability to work with children. These will include, but are not limited to; reference checks, police checks, DBS checks and qualification checks.**