

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7PE</b>	<b>Role Title</b>	<b>Centre Coordinator</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Centres Manager</b>
		<b>Directorate / School</b>	<b>Childrens, Families &amp; Lifelong Learning</b>
<b>JE Band</b>	228-268	<b>Service / Department</b>	<b>Surrey Adult Learning</b>
		<b>Date Role Profile was created</b>	<b>Jan-17 (Updated on Dec 2025)</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To co-ordinate the day-to-day operation of up to three of the Service's Adult Learning Centres' programme at their Centre and, where appropriate, other locations nearby, organising the necessary administration to ensure that the programme operates efficiently and the Service delivers a high standard of customer care.</p> <p>To implement and maintain specific management and administrative activities as delegated by the Centres Manager and to take responsibility for the Centre on a day to day basis.</p> <p>To provide a welcoming and supportive environment for all seeking information and advice on courses appropriate to their interest, need and situation as well as ensuring that enrolments are efficiently taken for specific courses.</p> <p>To give high quality impartial information, advice and guidance to support all learners achieve their career aspirations and fulfil their potential.</p> <p>To share SAL's commitment to the safeguarding and welfare of all learners by actively following SAL's safeguarding policy and procedures including your responsibilities to report all concerns and disclosures.</p>
<b>Work Context</b>	<p>Surrey Adult Learning has seven dedicated centres in Surrey. It delivers 800 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community. Delivery takes place in centres, external venues and on-line.</p> <p>There are three main teams that make up Surrey Adult Learning:</p> <p>Curriculum &amp; Learning who are responsible for curriculum planning and delivery, quality improvement, marketing and the provision of an extensive course offer and the management of tutors and supported learning assistants employed in the service.</p> <p>Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes.</p> <p>Business Finance &amp; IT who look after the finances of the service, management of information systems, and the provision of technology associated with learning and the examinations office.</p> <p>Due to the nature of the role, occasional evening and weekend working may be required.</p>

<b>Line management responsibility</b> if applicable	Direct line management of a team including Operations Assistants, Caretakers, Cookery technicians and Café Supervisors.
<b>Budget responsibility</b> if applicable	n/a
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Manage the daily running of a customer facing service to ensure a high level of customer satisfaction.</li> <li>• Review and make recommendations for the improvement of relevant business processes and practices.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Maintain specialist archives or records relevant to the service area.</li> <li>• Provide advice and support to projects using specialist knowledge.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Maintain relevant accounts as part of the day to day running of the service.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May coordinate, supervise and guide team members.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of the service area, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant contextual legislation, processes and procedures relating to the service.</li> <li>• Ability to provide advice to members of the public and colleagues on specialist areas relevant to the role.</li> <li>• Good knowledge of basic IT software packages.</li> <li>• Sound knowledge of how to provide excellent customer care.</li> <li>• Effective written and oral communication and interpersonal skills able to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal support.</li> <li>• Ability to supervise others and work effectively as part of a team.</li> <li>• Ability to manage discrete projects or implement service improvements.</li> </ul>

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of health &amp; safety management processes.</li> <li>• Ability to provide clear and effective supervision to a team.</li> <li>• A good standard of administrative and organisational skills.</li> <li>• Flexible approach to working patterns and practices.</li> <li>• Ability to operate a learning centre in a safe and well organised manner.</li> <li>• Ability to work effectively under pressure, and to develop supportive relationships with colleagues outside of the team.</li> <li>• Experience of managing a team to deliver a Service plan.</li> <li>• Experience of managing an adult learning centre or similar environment.</li> <li>• Working at any one of the centres within the area team may be required.</li> <li>• A knowledge of safeguarding practices within an adult learning environment.</li> </ul> <p>Satisfactory DBS clearance is required for this role.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level provide a practical front line support service in a specialist area working as necessary with volunteers, community, professional groups and local organisations to ensure provision of a service. They may supervise a team and manage delivery in their own service area or hold knowledge used to provide a specialist service to the public with in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.</p>
<p><b>Reference Number</b></p>	<p>BM-2017-420</p>