

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PE	Role Title	Programme Lead
Grade	PS8	Reports to (role title)	Skills Manager / Learning for Life Manager
		Directorate / School	Childrens, Families & Lifelong Learning
JE Band	269-313	Service / Department	Surrey Adult Learning
		Date Role Profile was created	Apr-25

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.

Role Purpose including key outputs	<p>To support the Skills Manager / Tailored Learning Manager and Partnership and Commercial Manager to plan, review and deliver an appropriate range and quality of learning within a curriculum area, meeting targets for enrolments, costs and income.</p> <p>To ensure that provisions meets demand and maintains high standards of teaching and learning required by Surrey Adult Learning, Ofsted and funding providers including monitoring progress and completion of post OTLA development plans.</p> <p>Identify learning needs taking account of actual and potential demand and taking action with their control to ensure that provision achieves agreed targets for a curriculum area, for example, enrolments, quality, learner satisfaction, income and costs.</p> <p>Select, appoint and provide day to day management of tutors, supported learning assistants and volunteers to deliver the range of adult learning.</p> <p>Implement the Quality Assurance Framework to ensure a high standard for tutor delivery. This will include dealing with complaints, achieving targets for observations of teaching and learning and addressing concerns about the quality of teaching with tutors.</p> <p>Support the writing of the annual Self Assessment Review and resulting Quality Improvement Plan. Responsible for implementing improvement plan.</p> <p>To deliver 2 hours / 1 class of teaching per week during term times. This may include evenings or weekends.</p> <p>Ensure learners receive high quality IAG through effective information, assessment and feedback both pre- and on-course. Support tutors to give impartial next steps information.</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. May be part of Surrey Adult Learning's Safeguarding team.</p>
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Work Context	<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 & 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 & 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>
Line management responsibility if applicable	Oversight of up to 60 bank tutors and supported learning assistants.
Budget responsibility if applicable	The post holder will manage and coordinate the provision to meet agreed targets, including enrolments, costs and income and take action within their control where a potential shortfall is identified.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. • Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan personal and/ or team resources to enable delivery of a quality service. • Lead small scale projects and reviews or support more complex projects and reviews to promote engagement within the service area. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Adhere to established processes and systems to monitor and review service delivery and achievement of agreed objectives. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for and manage work within the finance and resources allocated. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, the community and volunteers on operational issues and opportunities to share knowledge, raise awareness and ensure quality, integrated service delivery. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p>

	<p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Advanced Vocational Qualifications at level 4 and/or relevant professional qualification and specialist experience. • For some roles a relevant degree may be required. • Sound knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. • Customer focus and the ability to listen to and understand customer needs to provide appropriate services to a high standard. • Ability to manage a range of projects to completion. • Proven IT skills and able to use technology to be effective in the role. • Effective written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. • Ability to organise, develop and motivate a team of staff and apply relevant organisational procedures and policies.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Demonstrable numeracy and written communication skills.</p> <p>Adult Teaching Certificate and an appropriate professional qualification.</p> <p>Knowledge of the national agenda for post 19 learning and creativity in developing new learning opportunities.</p> <p>Flexible approach to working patterns and practices.</p> <p>Ability to communicate effectively.</p> <p>Ability to give feedback, support, affirm and challenge.</p> <p>Experience of teaching adults.</p> <p>Ability to gain support and commitment.</p> <p>Ability to consult and develop shared decision making processes.</p> <p>Ability to develop a sense of purpose and set direction.</p> <p>Ability to travel across Surrey.</p> <p>This role requires safeguarding checks including Disclosure and Barring Service (DBS) check at a level suitable for programme being delivered.</p>
Role Summary	<p>Roles at this level may supervise a team providing a public facing service of facility. Alternatively, they may hold specialist knowledge used to provide a service involving complex equipment/resources to enable customers to access, examine and utilise assets, resources and information. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They engage with members of the public, customers or other agencies/ partners to review and promote service delivery and resolve problems. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

Reference Number	BM-2025-138
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