

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PE	Role Title	Curriculum & Learning Manager
Grade	PS11	Reports to (role title)	Principal
		Directorate / School	Childrens, Families & Lifelong Learning
JE Band	439-518	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	The goal of Surrey Adult Learning is to deliver accessible, safe and high-quality opportunities that increase the skills and independence of local people, communities and employers. Working collaboratively as part of the wider Surrey Adult Learning senior management team, the Curriculum & Learning Manager is responsible for strategic planning and management of the service's programme of provision, quality assurance, staff development and training so that learners receive outstanding teaching, learning and excellent customer service. The Curriculum & Learning Manager also acts as the Inspection nominee, representing and promoting the service effectively. The role holder will be accountable for: •Strategically planning, developing and managing the promotion, delivery and quality of the Service's programme of provision to meet national and local priorities and inspection standards. •Recruiting, line managing and building a high performing departmental team consisting of Skills & Tailored Learning Managers, Programme Leads, Apprenticeship team, Tutors, Commercial & Partnerships Manager and Marketing & Communications staff. •Leading on the development of new partnerships with, for example employers, the voluntary sector, Jobcentre Plus, NHS Trusts for the effective referral of learners and delivery of service outcomes. •Taking a lead role as inspection nominee. •To optimise resources, grant funding and commercial activity to increase financial independence and business sustainability. •Taking the lead role as Designated Safeguarding Officer and lead on the Service's 'Safeguarding' and Safer recruitment policies, management and monitoring ensuring service compliance with national and local regulation including Keeping Children Safe in Education. •To oversee the maintenance of robust safeguarding records for SAL including accurate records of all concerns brought to the attention of SAL's safeguarding team. •To provide internal staff training, updates and guidance and be responsible for reviewing and updating SAL's safeguarding policy as and when required. •To act as the Single Point of Contact in accordance with the Prevent Duty. •To strategically manage the Service's equality and diversity policy and strategy and take a lead role in ensuring Service compliance with equality and diversity legislation.
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Work Context	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. There are three main teams that make up Surrey Adult Learning: 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. Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes. 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.
Line management responsibility if applicable	Responsible for the line management of a team of manager including learning managers, Apprenticeships Manager, Marketing & Communications Manager and Partnerships & Commercial Manager. Indirect responsibility for Programme leads, 250 tutors, Supported Learning Assistants and Technicians.
Budget responsibility if applicable	The role holder will maximise opportunities to raise income and optimise use of resources.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and to develop and implement agreed strategy. • Contribute to the development of and implement initiatives to generate income and stimulate public interest. Planning & Organising • Develop and implement plans for own area and contribute to longer term service planning. • Lead, develop and coordinate projects to high professional standards and best practice. Analysis, Reporting & Documentation • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. Finance/Resource Management • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures, or have indirect influence on wider service budget. Work with others • Liaise internally and externally, developing relationships to enhance service delivery and to assist in promoting and coordinating initiatives. People Management • Manage a defined team or area providing clear organisation, direction and development. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. Duties for all

	Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification, or able to demonstrate equivalent work experience, plus substantial experience at management level in specialist area. • Thorough knowledge of the service/functional area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Thorough understanding and experience of project management. • Ability to manage budgets in accordance with financial procedures. • Strong written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Teaching Qualification at degree level • A commitment to education and learning; to inspire learners to reach their potential and progress. • Significant and successful recent senior management experience of curriculum and quality management in the Adult Learning Sector including experience of establishing and delivering corporate objectives and achieving targets within time and resource constraints. • Ability to formulate policy based on the sound gathering and analysis of complex data. • Knowledge of funding methodology and inspection and quality frameworks within the sector as well as knowledge and awareness of broader contextual factors affecting wider service delivery. • Commitment to providing high quality services with excellent customer service standards. • Successful track record of establishing a strong performance culture, effective performance and service quality evaluation that involves users in driving up standards and performance. • Evidence of success in brokering collaborative working relationships with a range of internal and external bodies and building partnerships. • Excellent communication, inter-personal and team working skills and a proven ability to form partnerships and motivate, enthuse and drive individuals. • Sound knowledge of Equal opportunities, Safeguarding and Health and Safety awareness • Personal and professional demeanour, credibility and integrity that maintain the confidence and trust of current and potential partners and other stakeholders. • Able to work and travel across Surrey. DBS Check required.

Role Summary	Roles at this level typically have significant management responsibility for a large team delivering a public facing service for the benefit of the residents of Surrey, and/or will provide professional, specialist or high level technical advice, direction and input in a specialised activity. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective working relationships and promoting and raising awareness of their service. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they are likely to contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.
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