

JOB DESCRIPTION

JOB TITLE:	Senior Relationship Officer
MANAGED BY:	Adult Education Budget Team Manager
GRADE:	10

BACKGROUND

Working at the West of England Combined Authority

The West of England is a fantastic place to live and work; a place where ideas flourish and businesses grow, and a diverse population calls home. With a highly-skilled workforce, innovative businesses, rich cultural and natural assets, and excellent connections, the West of England competes on a global scale.

In 2017, the West of England Combined Authority was formed to bring the region together to drive economic growth. Significant powers and funding were transferred to the region to support work to ensure residents have better skills, more job opportunities and a better quality of life. In May 2021, the second Metro Mayor for the West of England was elected, and we're working with our regional partners and with Government to deliver against our ambitious agenda, protect the environment and ensure the West of England continues to be a thriving, successful and innovative place for future generations.

Covid-19 has had a big impact on the West of England, and we are leading the regional economic recovery, bringing people together to ensure our region continues to build on its success.

The Combined Authority is made up of three of the region's local councils - Bath & Northeast Somerset, Bristol and South Gloucestershire. Building on a strong track record of partnership working in the region, the Authority continues to work closely with North Somerset Council. The Authority also the accountable body for the West of England Local Enterprise Partnership.

We are an equal opportunities employer, in line with the Equalities Act 2010, and invite applicants to contact us to identify any additional support needed during the recruitment process.

PURPOSE OF THE JOB

The purpose of this job is to take the key operational lead for maintaining overall relationships with West of England Combined Authority funded providers of the Adult Education Budget. It is a key role in ensuring that the Combined Authority can maintain positive working relationships with organisations it has funded to deliver Adult Education and carry out the necessary functions of a funding body.

Working very closely with colleagues, both within the AEB Team and externally, the role will focus on (but not exclusive to):

- Performance Management
- Funding Processes
- Audit and Intervention
- Monitoring and Reporting
- Development of the Evidence Base

KEY RESPONSIBILITIES

The following lists the main key responsibilities the Senior Adult Education Budget Relationship Manager would assume. It should be noted that this is not an exhaustive list.

1. Performance Management:
 - a. Work with The Authority funded Adult Education providers, internal Combined Authority colleagues and the ESFA to understand the detail of provider performance during the academic year
 - b. Work with providers to understand the reasons for any underperformance and ensure plans are in place to rectify this
 - c. Work with The Combined Authority colleagues to formulate responses to critical/systemic underperformance issues
2. Funding Processes:
 - a. Work with providers and internal Combined Authority colleagues to ensure that funding processes run smoothly including the exchange of data from the providers and the flow of funding from Combined Authority to providers
3. Audit, Intervention and Response to Insolvency:
 - a. Ensuring provider audits of provision are completed in a timely manner and received by The Combined Authority
 - b. Address issues requiring intervention relating to AEB
 - c. Work with external colleagues (e.g. ESFA/DfE) to address the results of provider insolvency (focused on FE Colleges)
4. Monitoring and Reporting:
 - a. Support internal colleagues with monitoring of delivery and achievement
 - b. Work with colleagues to ensure that subsequent reporting is completed in a timely fashion
5. Development of Evidence Base and Commissioning Cycle:

- a. Work with colleagues to develop the evidence base for informing commissioning decisions
 - b. Support the overall commissioning cycle for Adult Education Budget
6. Other Duties: The post holder would be expected to take on other related duties within The Combined Authority as required

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level (with a strong analytical component) or with equivalent experience

Experience

- Experience of working in a funding environment
OR
Experience of working for a state funded Education and Skills Provider
OR
Experience of working in a large public sector organisation
- Significant experience of communicating (written and oral) with a wide range of people, but particularly external stakeholders, and of explaining technical/complex information.
- Experience of monitoring education and skills performance using data and associated intelligence.
- Experience of working with external organisations to monitor their performance and determine/agreeing approaches to address underperformance

Skills and Competencies

- Able to confidently and effectively work with the external education/skills providers to objectively consider delivery and rectification of under delivery / underperformance.
- Ability to interpret complex data, and associated intelligence, to understand and monitor education/skills provider delivery patterns.
- Highly motivated with the demonstrable experience of achieving personal and contributing to the achievement of team objectives.
- Ability to work individually with minimum supervision and as part of a multi-disciplinary team.
- Highly organised with the ability to prioritise and focus on what is important and with the confidence to constructively challenge existing work practices.

- Knowledge of project management, including a good understanding, and demonstrable use of, key performance indicators.
- Proficient in the use of standard Microsoft Office products, including Outlook, Word and Excel.

DESIRABLE

- Knowledge of government funded Adult Education delivery
- Experience of local and central government working practices.
- Experience of conducting, or taking part in, audits of educational provision.
- Experience of communicating (written and oral) with a wide range of people and of explaining technical, sensitive and complex information.
- Knowledge of project management, including a good understanding, and demonstrable use of, key performance indicators
- Knowledge of effective records management

REWARDS AND BENEFITS

Staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - all employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months.
- The Combined Authority has adopted a Hybrid working approach, which enables employees to split their week between working in the workplace and working remotely. Hybrid Working forms just part of the flexible working options that the Combined Authority is offering as the new way of working. Flexible working is an arrangement that enables employees to have a way of working that suits employee and employer needs whilst maintain a work-life balance.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £9.50 - significantly higher than the government minimum for over 25s, currently £8.72 per hour

It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

