

JOB DESCRIPTION

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

BACKGROUND

The West of England Combined Authority is seeking to appoint a Senior Relationship Officer to join the Adult Education Budget / Adult Skills fund team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player in making the West of England the best it can be for jobs, training and inward investment. We are delivering on bringing secure and fairly-paid jobs to the region, supporting people to gain new skills, and businesses facing economic uncertainty. We are building on our reputation as a region of innovation and creativity.

Come and help shape the future of the West of England, a place so many people are proud to call home.

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

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

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 £15.17 - higher than the government minimum for over 21s, currently £11.44 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.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.



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