

## JOB DESCRIPTION

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| <b>JOB TITLE:</b>  | Relationship Officer: Adult Education Team |
| <b>MANAGED BY:</b> | Senior Relationship Officer                |
| <b>GRADE:</b>      | 8  |

### BACKGROUND

The West of England Combined Authority is seeking to appoint a Relationship Officer-Adult Education Team to join the Business and Skills 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.

### THE ROLE

The primary purpose of this post is to contribute to the successful delivery of devolved 2 powers and funding relating to Adult Education in the West of England Combined Authority area by through developing and maintaining positive working relationships with Adult Education providers funded by the Combined Authority and supporting the collation and analysis of AEB data, whilst carrying out all necessary functions of a funding body.

Working very closely with colleagues, both internal and external, the post is focused on the following areas:

1. Performance Management
2. Funding Processes
3. Compliance and Intervention
4. Monitoring and Reporting
5. Development of the Evidence Base

## KEY RESPONSIBILITIES

1. Working with the Senior Relationship Officer, manage a portfolio of Combined Authority Adult Education providers to:
  - Negotiate and validate Curriculum and Delivery Plans which set out what the provider will deliver on behalf of the Combined Authority over the academic year.
  - Advise, encourage and support providers to establish greater alignment between the provision they deliver and the strategic priorities of the Combined Authority.
  - Regularly meet with providers to manage their performance across the academic year, identifying key performance risks, negotiating appropriate remedial actions and overseeing their implementation as and when necessary.
  - Collate and analysing both data and intelligence to inform the mid-year review, end of year reconciliation, delivery planning and curriculum and delivery planning processes.
  - Develop and implement key processes that support Combined Authority Adult Education Provision including Open and Closed Application Processes.
  - Develop policies and funding system reforms to improve the efficiency and impact of Adult Education in the West of England.
  - Support the development of relationship and performance management practices in relation to other programmes delivered by the Combined Authority.
2. Support the Senior Data Analyst to:

- Ensure that Adult Education Team Management Information systems effectively support planning, performance management and other key processes undertaken by the team.
- Secure and collate data and other evidence from providers to support Adult Education Team processes.
- Produce both recurring and ad hoc analyses of data and intelligence to inform the processes set out above.
- Identify and resolve data issues in a timely manner.
- Advise providers on how to improve systems and procedures to minimise the incidence of data errors and / or omissions.
- Make the Adult Education Team aware of any recurring and / or systemic data and compliance issues in and develop appropriate solutions.
- Perform provider spot checks in line with testing scripts and processes to ensure compliance with the funding rules.

## PERSON SPECIFICATION

### ESSENTIAL (MUST HAVE)

#### Qualifications and Knowledge

- Educated to degree level in a field with an analytical component, or able to demonstrate equivalent experience

#### Experience

- Experience of working with external organisations to monitor their performance to determine and / or agree approaches to address any performance issues.
- Experience of working in a relevant programme management /programme funding / relationship management environment.
- Experience of communicating (written and oral) with a wide range of people, in particular external stakeholders, and of explaining technical / complex information in an easy-to-understand manner.
- Experience of undertaking data analysis, including using data from a variety of internal and external sources, to support performance management.
- Experience of using data and associated intelligence to monitor performance and inform associated conversations.

#### Skills and Competencies

- Able to interact in a confident and credible manner with providers and partner

organisations at senior leadership team level.

- Able to work both independently with minimal supervision, as well as part of a multi-disciplinary team.
- Able to work with external stakeholders confidently and effectively to objectively consider performance, including rectifying any issues.
- Able to analyse and interpret complex data, and associated intelligence, to understand and monitor delivery patterns.
- Highly organised with the ability to prioritise and focus on what is important and with the confidence to constructively challenge existing work practices.
- Methodical in approach with good attention to detail.
- Highly motivated with the demonstrable experience of achieving personal and contributing to the achievement of team objectives.
- Proficient in the use of standard Microsoft Office products, including Outlook, Word and Excel.

## DESIRABLE

### *Qualifications and Knowledge*

- Knowledge of government funded Adult Education delivery in particular and Further Education in general
- Knowledge of the education and skills landscape within the West of England Combined Authority
- Knowledge of data governance protocols, including adherence to data quality standards and data protection legislation
- Knowledge of project management, including a good understanding, and demonstrable use of, key performance indicators
- Knowledge of effective records management

### *Experience*

- Experience of using statistics or management information in the workplace
- 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

### *Skills and Competencies*

- Confident in understanding, creating and explaining complex Excel formulae
- Able to develop and extract data using tools such as SQL
- Trained in use of data visualisation software such as Power BI and in geographic information systems such as QGIS

## REWARDS AND BENEFITS

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

- 25 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 are about to move into a new bright, airy, modern office space, with all 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 £9.90 - higher than the government minimum for over 23s, **currently £9.50 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.