

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	Operations and Performance Coordinator
Job Title:	Operations and Performance Coordinator
Reports to:	Director of Student Life
Grade	SO2
Date of compilation:	31/05/2023

ROLE SUMMARY:

The Student Life directorate leads on activities and strategies which contribute to an outstanding further education student experience closely aligned with the college and group strategic objectives. We work with curriculum departments on themes of personal development, behaviour and attitude (PDBA) and equality, diversity and inclusion (EDI). We directly deliver services to students including careers, work experience, progression, safeguarding, welfare, mental health and wellbeing, student enrichment, student voice, student funds and food services. We lead on relational, restorative and trauma informed practices and support the PDBA related continuing professional development and training of staff, who support students. This role has diverse responsibilities, including structuring and communicating the work of the directorate.

SPECIFIC ROLE RESPONSIBILITIES:

1. Lead on the day to day operations of the Student Life directorate
2. Co-ordinate quarterly reporting of performance and annual business planning for student personal development, behaviour and attitude and Student Life teams.
3. Provide a central focus for the Student Life directorate, planning and co-ordinating staff training and development, activities for staff engagement and half termly directorate wide meetings and events
4. Communications and marketing activity for the directorate

CORE RESPONSIBILITIES:

1. Directorate co-ordination

- Co-ordinate the business planning and performance review processes for the Student Life directorate including collecting qualitative information and data, producing reports and co-ordinating quarterly meeting cycles

- Develop and co-ordinate the training and development offer for PDBA across the colleges and the Student Life directorate working with the Learning and Organisational Development team and maintaining the training offer on the Learning on Demand system
- Undertake research, analyse and utilise a range of information and performance data, including student surveys and student voice, to present reports which inform service planning, delivery and evaluation and shape recommendations and strategies for improvement consistent with our values.
- Ensure excellent user services and monitor satisfaction with service delivery through internal surveys and feedback mechanisms
- Co-ordinate ad hoc administrative requirements for the director including servicing regular of management meetings.
- Support cross college workstreams embedding relational, restorative and trauma informed practices which promote student and staff engagement and wellbeing.
- Administer the finances for the central directorate team raising orders and supporting occasional procurement processes
- Maintain central information and file structures for the Student Life leadership team (including shared drives on Google and Microsoft SharePoint)

2. Communications

- Lead Student Life relationships with our internal marketing and communications departments
- Develop a communications and marketing strategy for the Student Life directorate to raise awareness of the work of the directorate with internal and external stakeholders
- Implement a communications plan which includes celebrating and promoting the successes of Student Life teams and cross college PDBA interventions
- Produce and promote the annual Student Life activities calendar
- Produce promotional content and materials working with marketing for an 'on brand' style
- Manage the established directorate Google sites for staff and students and collate content for the intranet, webpages and regular newsletters
- Promote communication about Student Life encouraging joint working and collaboration across the Luminate Education Group

3. Projects and innovation

- Develop relationships with external stakeholders which add value to the student experience and ensure that strategic and operational Student Life initiatives are responsive to current national policy changes, exemplifying best practice in the sector.
- Identify, scope and lead projects and facilitate activities and interventions which support our relational, restorative and trauma informed workstreams with the aim of effecting change
- Develop and draw upon external stakeholder and partner networks to enhance the work of Student Life and the Luminate FE colleges
- Promote a learning culture, monitor and target participation in development activities for staff and co-ordinate events and training programmes working with organisational development, and quality, teaching and learning teams.
- Promote the achievement of external standards, quality awards and student or staff nominations for excellence, supporting Student Life managers to achieve and embed these.

- Analyse the directorate staff survey results identifying themes and trends and make recommendations for change which will improve employee satisfaction

General

- Produce reports, in the college writing style, including cross college reports, reports for governors and strategic documents in relation to Personal, Development, Behaviour and Attitude.
- Lead the work and professional development of a project apprentice, and act as a coach and mentor to other colleagues as required
- Represent the director as required. |

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Operations and Performance Coordinator
Department	Directorate of Student Life

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 2 (or above) in English & maths	A / C
E	Q2. Appropriate Level 4 professional qualification or portfolio demonstrating significant experience of service delivery e.g. Business Administration, Learning and Organisational Development, Project Management, or demonstrate a willingness to undertake	A / C
D	Q3. Appropriate degree level qualification which can be applied to the role or demonstrating equivalent professional experience.	A / C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Ability to coordinate multiple workstreams in parallel and to deliver within tight and changing requirements and deadlines using systematic	A / I

	approaches, e.g. project management methodologies	
E	EK2. Experience in using data, Excel and Power BI to track, monitor and report including identifying patterns and the impact of interventions	A / I / T
D	EK3. Experience of financial, management information and client record systems a	A / I
E	EK4. Experience of working in or demonstrate an understanding of promoting collaboration in large, complex organisations	A / I
E	EK5. Experience of influencing and supporting others to review progress and achieve improved outcomes	A / I
D	EK6. Knowledge of operational practice in large and complex organisations	A / I
E	EK7. Knowledge of how to effectively lead and motivate internal and external stakeholders	A / I
E	EK8. Experience of planning, coordinating and evaluating training and events/activities	A / I
D	EK9. Knowledge of the barriers to education and progressions which affect students and a commitment to promoting equality and inclusion	A / I / P
D	EK10. Experience of administration in a large organisation	A

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to communicate with students and staff verbally and using social media, digital and written communications	A / I / P
E	SC2. Restorative approaches and ability to relate to students and staff, and communicate effectively at all levels and with internal and external stakeholders, whether orally or in writing	A / I / P

E	SC3. Ability to question and challenge established procedures and policies to deliver the best possible outcome	A / I
E	SC4. Ability to create, implement and utilise information systems to enhance service delivery eg. using Google and Microsoft applications and other products	A / I / T
E	SC5. Ability to utilise a solutions focused approach to impact positively on performance	A / I / T
E	SC6. Ability to build effective working relationships, within and across teams, to plan for and deliver long-term solutions	A / I
E	SC7. Ability to analyse and interpret data, producing reports on progress against outcomes	A / I / T
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I