

<b>Organisation:</b>	Luminate Education Group
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Student Life
<b>Core Job Role:</b>	
<b>Job Title:</b>	Operations and Projects Co-ordinator
<b>Reports to:</b>	Director of Student Life
<b>Grade</b>	E
<b>Date of compilation:</b>	06/09/2024

### 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 plan PDBA related continuing professional development and training for staff, who support students. This role has diverse responsibilities including structuring, communicating and promoting PDBA and opportunities for students including developing our digital platforms for students and staff.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Lead on the day-to-day operational activity of the Student Life directorate, maximising engagement of students and staff
2. Provide a central focus for the Student Life directorate, planning and co-ordinating training and development activities, staff engagement and half termly directorate wide meetings and events
3. Co-ordinate performance review and annual business planning cycles for the Student Life directorate and collate relevant cross group information to be presented for personal development, behaviour and attitude (PDBA)
4. Lead on communication within the directorate, including internal and external marketing. Communication and content creation activity
5. Develop the digital competence and proficiency within the directorate in relation to technology, systems, data and analysis, online resources, communication and collaboration, and impact analysis and artificial intelligence

### CORE RESPONSIBILITIES:

## **Directorate Co-ordination and Performance**

6. Be curious, proactive, creative and innovative in leading operational priorities and providing a central focus for leaders and members of the directorate
7. Co-ordinate the business planning and performance review processes for the Student Life directorate including collecting qualitative information and data, collating presentations, producing reports and co-ordinating meeting cycles
8. 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.
9. Create a suite of performance impact reports for the different student life workstreams and contribute to the impact reporting within the annual Self-Assessment Reports (SAR).
10. Using established templates, collate the student life departmental quality improvement actions into a Student Life Quality Improvement Plan and coordinate updates in line with the performance review cycle
11. Keep oversight of directorate staffing, provide support during new staff induction or role changes and keep up to date structure charts, communication groups and networks
12. Develop and co-ordinate the training and development offer for PDBA across the FE colleges and the Student Life directorate working with Student Life heads and the Learning and Organisational Development team
13. Maintain the training offer on the Learning on Demand system and monitor engagement and evaluation of the training offer
14. Promote a learning culture, monitor and target participation in development activities for staff and co-ordinate events and training opportunities
15. Monitor satisfaction with service delivery through internal surveys and feedback mechanisms

## **Communications and Digital**

16. Seek opportunities to develop digital competence and proficiency within the directorate in relation to technology, systems, data and analysis, online resources, communication and collaboration, and impact analysis and artificial intelligence
17. Project manage the development and lead the implementation of a new Student Intranet, working with identified colleagues from curriculum departments and key teams including iLearn, MIS, ITSS, marketing and communications
18. Develop the content and improve the user experience and user interface of the Student Intranet and relevant sections of the Staff Intranet bringing together the established directorate digital resources to create a strong digital media presence
19. Work in the longer term with colleagues to develop the user interface for key aspects of student progress recording and link to access to internal services
20. 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
21. Maintain cross group oversight of Student Life digital content, monitor the currency and engagement with directorate webpages and regular newsletters providing performance reports, seeking to improve and drive user engagement

22. Produce promotional content and materials and contribute to the design and content of Student Life posters, newsletters and campaign materials, set up a central repository for annual updates and distribute these as required
23. With the guidance of Student Life heads, develop and maintain an interactive annual Student Life calendar to align the cycle of activities and campaigns
24. Lead internal communications for Student Life setting up a directorate working forum for collaboration across the Luminate Education Group
25. Lead Student Life relationships with internal marketing and communications departments and liaise with the wider Luminate Management Team

### **Projects and Innovation**

26. Identify and lead business improvement projects, including digital systems improvement methodology
27. Develop and draw upon relationships with external stakeholders and partner networks to provide community social responsibility, add value to the Luminate Education Group and enrich our student experience
28. Be responsive to current national education policy changes, scoping projects exemplifying best practice in the sector and community to contribute to improved student experience
29. Promote the achievement of external standards, quality awards and student or staff nominations for excellence, supporting Student Life managers to achieve and embed these
30. Provide a single point of contact and repository of information for Ofsted and other external inspections and quality standards

### **Directorate and Administrative**

31. Co-ordinate ad hoc administrative requirements for the director including some diary management
32. Service Student Life leadership meetings working with heads to record progress against actions and the quality improvement plan
33. Support the analysis of the directorate staff survey results identifying themes and trends to make recommendations for change which will improve employee satisfaction
34. Service termly cross group curriculum and service heads of department face to face meetings
35. Administer the small non pay budget for the central Student Life directorate team the EDI team raising orders and supporting occasional procurement processes
36. Maintain and streamline central information and file structures for the Student Life leadership team (including shared drives on Google and Microsoft)
37. Produce occasional reports, in the college writing style, as required
38. Seek opportunities to celebrate and promote the successes of Student Life teams and cross college PDBA interventions
39. Lead the work and professional development of a project apprentice, and act as a coach and mentor to other colleagues as required
40. 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.*

### **Energy & enjoyment**

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

### **Passion & ambition**

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

### **Ownership & performance**

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

### **Creative & reflective**

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

### **Collaborative & responsive**

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

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<b>Department</b>	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

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
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
<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
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 / I
E	EK4. Experience of working in or demonstrate an understanding of promoting collaboration in large, complex organisations	A / I
E	EK5. Experience of proactively influencing and supporting others to review progress and achieve improved outcomes	A / I
E	EK6. Digital competence and 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 digital technologies and information systems to	A / I / T

	enhance service delivery including artificial intelligence	
E	SC5. Ability to utilise a solution 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 the impact of interventions and progress against outcomes	A / I / T
<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Commitment to the College's support and promotion of Equality Diversity and Inclusion	I
E	B2. Committed to child protection and the promotion of a safe environment for children and young people and adults to learn in.	I
E	B4. An awareness and commitment to the PREVENT agenda.	I
E	B5. Commitment to restorative practice techniques.	I