



**LONDON BOROUGH OF MERTON**  
**Community and Housing Department**  
**JOB DESCRIPTION**

**POST TITLE:** Service Manager for Adult Learning  
**Grade:** MGA  
**DIVISION/SECTION:** Community and Housing  
**Location:** Whatley Avenue / Merton Civic Centre  
**Responsible to:** Head of Community Learning  
**Responsible for:** Quality, Performance and Partnerships Officer, MIS Manager, Finance and Contract Manager, Administrator  
**Post number:** TBC **Date:** May 2015

**1. MAIN PURPOSE**

- To manage the commissioning of the London Borough of Merton's Adult Education service
- To ensure that delivery of a high quality commissioned service that meets the requirements of the Cabinet's 13 commissioning principles (16/2/15 Cabinet paper)
- To be the responsible officer with the Skills Funding Agency, Ofsted and any other funding or regulatory bodies
- To ensure the quality of the provision
- To manage the commissioning team
- To ensure that the service is delivered within the funding envelope provided by the Skills Funding Agency

**2. MAIN DUTIES AND RESPONSIBILITIES**

- To lead on the commissioning of LB Merton's adult education service
- To be responsible for ensuring that the services provided meet the requirements outlined by the Cabinet (*as detailed in the 16/2/15 Cabinet paper*)
- To manage the relationships with providers and to work within the Borough to develop additional provision where that is needed
- To be the Ofsted Nominee in Inspection
- To develop the borough adult learning strategy
- To ensure the embedding of employability, Information Learning Technology (ILT) and Equality and Safeguarding within service delivery
- To ensure CPD is provided

- To lead on the development of robust partnerships with the council, providers, the voluntary sector and student representative groups.
- To ensure that we are providing a wide range of courses that meet the council's multiple objectives – including those around economic development
- To establish, manage and lead the stakeholder group that will oversee the commissioning process
- To prepare contracts and service level agreements for a number of partners across all programmes incorporating targets, funding, curriculum, quality and audit arrangements.
- To manage the relationship with the Skills Funding Agency in order to maximise funding received and ensuring that any requirements set by the agency are met each year.
- To lead on the bidding for additional income from other sources.
- To have strategic responsibility for the development of a range of innovative learning programmes across all SFA funding streams
- To work with a range of internal and external partners in developing programmes and courses. Collaborate and negotiate with partners with a view to delivering a high quality adult education provision in the Borough
- Assess statistical information provided by the service management information system, to strategically define trends in course demand and performance.
- To lead, manage and develop the adult education commissioning team in accordance with the authorities' policies and procedures, legislative and regulatory requirements, ensuring the provision of quality, cost effective, and customer-focused adult education
- To manage, in conjunction a budget in the region of £2m per annum, and to ensure that effective financial management processes are maintained within the service.
- To represent the service at external meetings and with partners
- To deputise for the Head of Service as required
- Any other responsibilities as required by the Head of Service.
- All duties are performed within the context of meeting the requirements of the Skills Funding Agency, Education Funding Agency and Ofsted's Common Inspection Framework. Driving the vision for adult learning in Merton

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**PERSON SPECIFICATION**

**POST TITLE:** Service Manager for Adult Learning

**Grade:** MGA

**1. Qualifications and Experience**

- Experience of managing commissioned adult education services
- Experience of managing a range of learning programmes and knowledge and awareness of curriculum issues.
- At least five years' experience of working in an education, training and development environment with a demonstrable track record of successful outcomes.
- A strong track record of marketing education and training programmes using a variety of techniques and media.
- Experience of monitoring and evaluating systems for quality assurance and quality control, including a thorough working knowledge of OFSTED's Common Inspection Framework.

**2. Skills and knowledge**

- Understanding and knowledge of the key issues impacting on the further education sector
- Knowledge of quality improvement systems and their application in a continuing education setting.
- Well-developed analytical skills and the ability to problem solve effectively.
- Excellent written and oral communication skills with the ability to influence and engage a diverse group of funders and other stakeholders and providers; with a particular emphasis on employer engagement and the business community.
- Effective contract management, budget setting, financial management and control.
- A working knowledge of safeguarding procedures and their application.
- Excellent understanding of Management Information Systems with particular regard to (a) providing information to a range of stakeholders (b) informing curriculum planning decisions (c) opportunities for development.