Learning & Development Funding and Business Support Manager

Directorate: Learning and Development, People and Culture, Office of the Chief Executive
Reports to: Head of Learning and Development
Grade: P1
Location: Stanton House, Huntingdon

Job Purpose

The post supports the Learning and Development (L&D) service who provide learning opportunities to both Cambridgeshire County Council employees and to external partner organisations.

The role focuses on leading the business support team who are responsible for the smooth administration of all Learning and Development transactions, including course bookings, venue arrangements, and invoicing. The post also has responsibility for the management and administration of financial and funding streams.

Management of Business Support

To take responsibility for the leadership, management and performance of a team of business support colleagues delivering a culture of continuous improvement focused on quality and governance in the Learning and Development Service.

Customer Experience

To manage the transactions, workflow and business processes to ensure customers accessing Learning and Development can do so easily and are supported professionally when difficulties arise.
Leading customer service, responding to complaints and collection of data for use in learning evaluation.

Managing the day-to-day operations of systems and processes including booking and learning management systems, quality assurance, communications, promotion, health & safety and risk management.

Management of funding streams and finances
To manage the allocated areas of responsibility including financial processes and governance of external funding streams including grants, invoiced income and supporting with monthly budget forecasting, performance monitoring and reporting.

Project work – supporting and leading on service wide improvement projects
as directed by the Head of Learning and Development.

	Accountabilities
1	**Management of business support colleagues** To take responsibility for the leadership, management and performance of a team of business support employees delivering a culture of continuous improvement focused on quality and governance in the Learning and Development Service Manage the supervision, ratings, recruitment, performance and development of the team and provide daily line management support and guidance. Ensuring that the members of the team are developed to their potential, providing a flexible resource to meet business needs, and that HR processes and policies are followed. Ensure effective working arrangements and relationships in respect of Accommodation, Health and Safety, Business Continuity Planning, digital functions and other corporate initiatives. Provide support to the Management Team on change management issues and other organisational initiatives
2	**Customer experience** Managing the day-to-day operations and ongoing improvements of systems and processes including booking and learning management systems ensuring that systems/processes result in customers' needs being met easily and that customer expectations are effectively managed. Ensuring customers are supported professionally when difficulties arise, including agreeing a response to complaints. Identifying and implementing effective methods for customer consultation to achieve outcomes. Provide professional advice to the Head of Learning & Development and the management team on the implications of changes in practice, either for the operational teams or for the business support service. Put in place remedial action to address and make appropriate recommendations to improve/correct processes. Ensuring all systems including Learning management and booking systems, One File e-portfolio and any internet/intranet pages are improved and maintained to agreed standards. Agree and implement processes for collection of learning evaluation data and incorporating analysis into regular management information reports for use by managers, staff, customers and stakeholders. Monitoring service performance against agreed KPIs and Service Plan objectives and reporting exceptions to the Head of Learning and Development. Take a lead role in producing and delivering an annual plan for the communication and promotion activity for Learning and Development products and services. General Data Protection Regulation/Freedom of Information (FOI) Assessing and maintaining service compliance with these legal requirements and coordinating responses to any FOI requests.

	Health & safety ensuring the service complies with legal requirements and has effective risk assessments in place. Maintain service wide Business Continuity Plan.
3	**Management of funding streams and finances** Manage the internal financial processes and governance of external funding streams: Including the management and administration of grant funding and other income streams, submitting claims and accurate records as required to evidence claims. Ensure overall monitoring of income and expenditure, following processes as appropriate. Supporting less experienced colleagues to follow processes competently. Supporting with budget and performance monitoring and reporting. Provide finance and funding updates to the L&D Management Team on a regular basis. Manage the end-of-year budget closedown at all levels, advising the Head of Service, budget holders and service provider partners as necessary. Ensure transactions are implemented and submitted within the required timescales. Contribute to the identification, design, development and implementation of new business and/or income streams for the L&D Service.
4	**Project Management** Facilitate the use of business planning and project management principles throughout Learning and Development and providing direct support to the Head of Service and other managers on specific projects. Develop options and prepare reports, making recommendations to assist and influence senior managers.
5	To carry out other tasks as directed by the Head of Learning and Development and/or the Business Management team

This Job Description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing service needs and circumstances. Such reviews, and any consequential changes, will be carried out in consultation with the post holder.

Equality, Diversity, and Inclusion

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Person Specification

The Following are Essential Education and Qualification requirements.

Essential

- Educated to degree level
- Evidence of continuing professional development

Desirable

- Information management/ digital qualification
- Management qualification

Essential Experience and Knowledge

- Experience of managing information / financial management systems
- Experience of generating high level performance information reports
- Experience of supporting a senior management team
- Experience of managing/supervising employees
- Ability to analyse complex issues and offer sound, reliable and professional advice
- Experience of developing / implementing learning management systems
- Experience of effectively working in partnership with other organisations
- Knowledge/experience of financial monitoring, preparation and use of spread sheets for reporting and administration
- Experience of identifying, designing, leading and delivering improvements in a customer service environment
- Knowledge of project management principles
- Knowledge/experience of ensuring effective health and safety arrangements are in place including carrying out risk assessments, effective implementation, monitoring and improvement thereof

Essential Skills

- Strong commitment to public services
- Ability to deal diplomatically with a range of people
- Ability to manage conflicting priorities
- Ability to plan, manage and prioritise workload in order to meet deadlines
- Strong communications skills both written and verbal including persuading and influencing
- Ability to work independently and as part of a team
- Ability to work to deadlines
- Ability to lead and motivate staff to ensure they consistently perform to their maximum potential
- Good problem solving and decision-making skills
- Excellent interpersonal skills and a robust attitude to driving progress
- Knowledge and experience of databases and systems development

- Ability to analyse systems, processes and data etc. and identify options for improvement to enable efficient management decisions
- Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs
- Demonstration of a creative and flexible approach to work
- Proven ability to change and to drive/implement change
- Ability to demonstrate project management experience

Health and Safety

Able to demonstrate a clear understanding of and commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures. Able to apply it effectively with both clients and staff.