

Candidate pack

Training Manager (Contracts)

March 2019



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Letter from the CEO

Dear Candidate,

20 years ago, I arrived in the UK as a refugee from Somalia, and amongst a lot of goodwill I also found a system that was failing people like myself due to the lack of focus on long-term integration. This encouraged me to start ACH in 2008 to provide refugees and other vulnerable homeless people with supported accommodation, along with the training and education, necessary to help them integrate into UK society.

ACH has gone from strength to strength and I am proud of the business we have become. Our training subsidiary, Himilo, offers high-quality support for all members of the community, specialising with those who have previously faced barriers to employment. We now also work directly with employers to address their skills shortages through our unique and tailored training programmes, leading the way in providing and delivering life-changing opportunities.

I am excited to bring this new role into our business and would like to thank you for applying for this position. The Training Manager will be an integral part of the Senior Management Team and will shape what the future of ACH/Himilo looks like. I am keen to hire a person who will empower our staff and whose personal values align with our organisational values.

If you think you are the person that we should hire, I welcome your application.

Fuad Mahamed

CEO, ACH



About us

2008

Ashley community housing (ACH) was founded in Bristol

2012

ACH achieved Registered Social Landlord status and Birmingham office opened up

2014

Himilo Training set up

2015

Wolverhampton office opened and #rethinkingrefugee campaign began

2016

ACH grew to 50 members of staff

2017

ACH wins Lloyds Bank National Business Award (and several others)

2018

ACH approved as an Apprenticeship provider and work with employers such as First and Starbucks began

About us

During the past ten years ACH has changed from a small-scale housing provider, located in inner-city Bristol, to a leading provider of resettlement and integration services for refugee and newly arrived communities in the UK. We now employ 65 staff, work with 2,500 people per year, deliver services in the West of England and West Midlands, and offer advice and assistance across the UK and beyond.

What this means in practice is we create a massive amount of social impact. Our stated aim is to progress 25,000 individuals towards median salary roles over the next ten years.

2,500+

Individuals from refugee backgrounds successfully resettled and are now a leading provider of resettlement services for refugees and newly arrived communities in the UK.

65 Staff

Operating in the West of England and the West Midlands as a strategic partner for local authorities, government agencies, and education providers looking to access traditionally hard to reach groups.

#rethinkingrefugee

We campaign for refugees to be seen as assets to business and communities, as individuals with their own skills, ambitions and needs, whose integration requires an individualised approach.

#rethinkingrefugee

Our vision

Our vision is for all refugees coming to the UK to be successfully integrated into our society with adequate accommodation, resettlement jobs and education programs.

Our mission

To support the settlement and resettlement needs of refugees to develop their independence and equip them with the skills they need to gain sustainable employment.

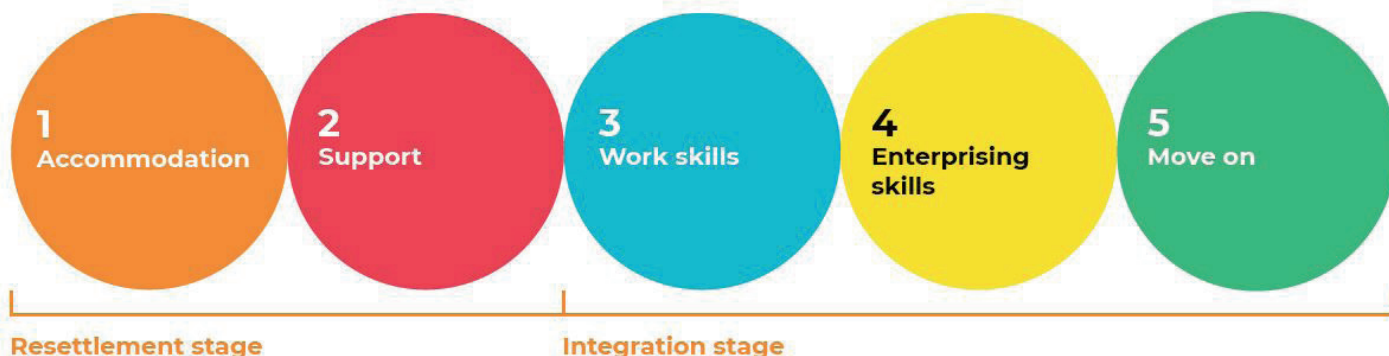
To promote the positive contribution that refugees can have on our local communities.

To be a nationally recognised leader in the refugee sector, driving change and transforming lives through the dedication and unique expertise of our staff.

To collaborate with partners who share our vision for integration.

About us

Five stage innovation model



What this means in practice is firstly we create a massive amount of social impact. Our stated aim is to progress 25,000 individuals towards median salary roles over the next ten years. This manifests in our business functions, as follows:

Accommodation

We provide an accommodation-based model of integration support delivered in Birmingham, Bristol and Wolverhampton to over 700 individuals each year which enables tenants to overcome their difficulties, learn new skills and prepare for independent living.

We currently have over 100 houses in our portfolio. Each of our tenants has access to our culturally competent support team who help with anything from legal assistance to family reunions.

Training

Himilo, our training subsidiary, provides training and careers support to some 2,500 individuals per year through its SEESI (first language building resilience and agency), Pre-Ignite (transitioning into successful UK employment) and Ignite (employer/employee skills gap solution services) programs.

Research and Consultancy

ACH are established as research practitioners informing policy through practice, bringing the lived experience of 2,500 individuals and their communities into policy design.

To learn more about ACH, please visit <https://ach.org.uk/>



10 years of ACH video - click to play



Role profile

About you:

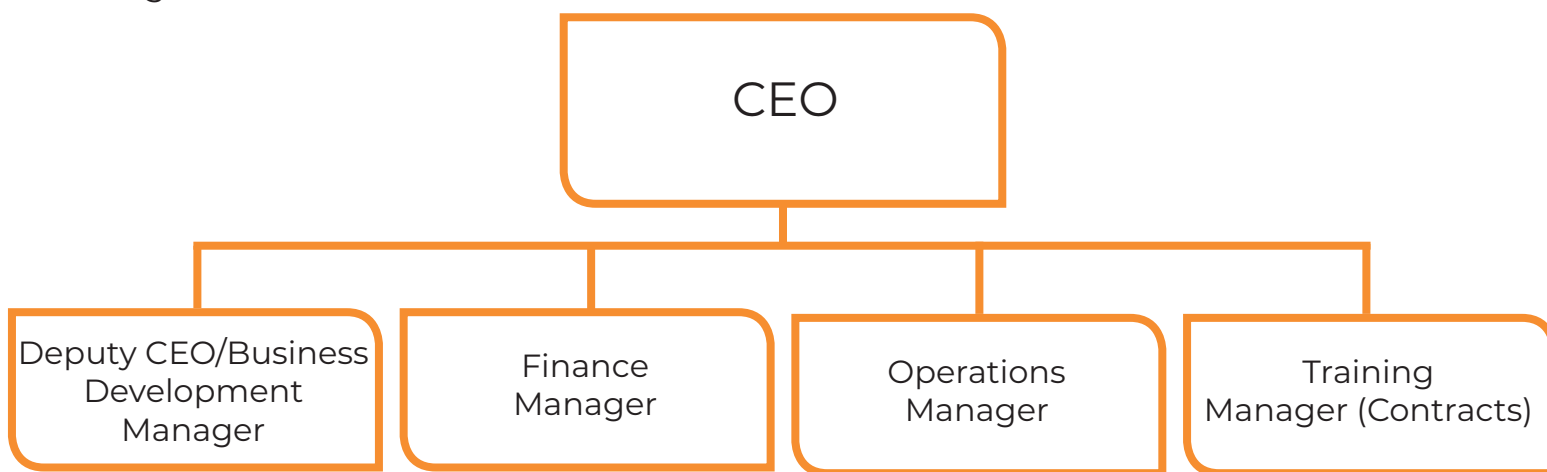
Based within commuting distance of either our Bristol or Birmingham offices, you will be a Training Industry professional who works to the highest standards of quality, compliance and performance.

You will be experienced in Work-based Learning delivery and have an eye for detail, a passion to make a difference and great customer service and organisational skills. Above all, you will relish the opportunity to be a driving force behind contracts with huge growth potential, using your experience and skills to guide the development of programmes that have real value to both our learners and their employers.

Works with Senior Management Team:

This role will sit alongside our other Senior Managers playing a pivotal role in shaping our organisation and reports directly into the CEO.

All ACH Team Leaders regularly liaise with a range of statutory and voluntary services, local authorities, regulatory bodies and commissioning teams to meet our contractual obligations.



Principal Duties:

This is an operational role that will develop Himilo as the leading independent training provider in its sector. Building on a foundation of existing contracts/ delivery developed over the last 10 years, this role will propel our provision to the next level.

The role itself is multi-faceted serving the needs of our learners who require the best training provision possible: prime contractors who require contractual compliance against key indicators, alongside the needs of our employer partners who require consistent, reliable, quality training for potential new employees and existing employees: and a varied mix of services/ provision to local authorities, government departments and overseas clients.

In addition, responsibilities will include:

- Taking full operational responsibility for ACH and Himilo training contracts, including subcontractor delivery and board reporting.
- Effectively managing and monitor Himilo's AEB, Adult Learner Loans, Apprenticeships (Levy and non-levy), National Careers Service and Skills Support for the Unemployed delivery across the business to the standards required by the ESFA and Ofsted and financial requirements of the business.
- Managing financial and volume targets to ensure employer contracts/delivery programmes are operated profitably and make the targeted financial contribution to the business.
- Managing the development of the business cases to ensure ESFA funded and employer funded contracts grow with learner demand and are varied to meet learners/ employers changing needs.
- Work alongside the Quality Manager to ensure all teaching and assessment delivery is conducted at consistently outstanding levels as measured against the Common Inspection Framework.
- Be accountable and responsible for the management of direct delivery and support staff at the training centres in Bristol, Birmingham and any other delivery locations.
- Provide strong leadership, support and guidance to ensure that staff are enthusiastic, have high expectations, and support learner's progress.
- Responsibility for the performance management and improvement of all provision, across all contracts to include programme performance, quality, profiles and audit compliance.
- Ensure data management systems are fully utilised to drive-up achievement rates, accurate and up to date, including contract-specific portals, DAS and ILR systems.
- Ensure that Apprentice e-portfolios and ILPs within the Aptem platform are up to date and compliant with funding rules.
- Use data to manage provision, narrow achievement gaps and respond strategically to employer/learner feedback.
- Coordinate both internal and external resources to develop new training products.
- Identify areas of improvement and best practice and implement change accordingly.
- Develop existing client accounts through identifying and responding promptly to opportunities.
- Ensure full compliance with all GDPR and other relevant external regulations.

Qualifications/education/experience/skills required:

- Experience and a proven track record in managing high quality programmes including pop-up centres within employers.
- At least 3 years' proven experience working in a managerial role.
- Understanding of the funding criteria for AEB, Apprenticeships, etc. set by the ESFA and Ofsted requirements.
- Understanding of disadvantage in the labour market and proven capabilities in addressing such issues.
- Understanding of labour market survey data and the market orientation of skills training.
- Achieved significant success through team-building and motivating staff responsible for delivering front-line services.
- Ability to demonstrate sound experience using Microsoft Office Package.
- Experience working with data and using data effectively to drive improvements.
- Experience of using a MIS system would be advantageous – PICS.

Skills/competancies:

- To have high expectations of self and be capable of setting and maintaining high expectations of all within your team.
- Have a non-compromising approach to the pursuit of quality in provision (where quality is determined by the expectations of Ofsted).
- Highly developed interpersonal skills and capable of building and developing strong client relationships.
- Highly skilled motivator and communicator, capable of supporting, developing and retaining staff.
- Demonstrate strong and effective leadership, influencing and people management skills.
- Strong communication, interpersonal and presentation skills, both written and verbal.
- Pro-active and customer focused.
- Be well organised and able to work on own initiative.
- Be self motivated, enthusiastic and a team player.
- Work to tight deadlines demonstrating an ability to work under pressure and have a flexible disposition.
- High achieving, target driven and commercially and financially aware.
- Working experience and proficient in the use of Microsoft Office software including Outlook, Word, Excel, PowerPoint, One Note and Skype.
- SharePoint knowledge is desirable.
- Knowledge of Health & Safety requirements and responsibilities.

Essential:

- Minimum 2 years' experience in management of publicly-funded Work-based Learning programmes.
- Minimum 2 years' experience of working directly on delivery of Apprenticeships.
- A good understanding of the delivery of Apprenticeship Standards and associated rules and regulations.
- P&L experience.
- A good understanding of the Ofsted Common Inspection Framework and ESFA funding rules.
- Minimum 1 years' experience of line management.
- Teaching and/or assessing qualification – Award in Education or equivalent, CAVA or equivalent.
- Full driving license and use of own car for business purposes.

Desirable:

- Experience in managing Apprenticeship Standards delivery.
- T&L quality assurance qualification – AI or equivalent.
- Business development experience.
- Experience in development of accredited course resources.

How to apply:

We have retained the professional services of FE Associates to support us with this recruitment process.

To apply, please send a copy of your latest CV together with a two page covering letter expressing why you wish to be considered for this role and how you meet the requirements set out in the person specification.

You must also complete our equality and diversity form which accompanies the candidate pack on the jobs site.

To ensure fairness to all applicants, any decision to shortlist you for initial telephone screening will be based solely on the information that you supply on your CV and covering letter.

It is important you give as much information as possible regarding why you wish to apply and what you think makes you a suitable applicant.

ACH is an equal opportunities employer and welcomes applications from all areas of society. Completed applications should be sent by email to recruitment@fea.co.uk quoting reference Training Manager. Enquiries about the role can also be sent to this email address.

Thank you for your initial interest in the Training Manager opportunity.

Closing Date:

Friday 12:00pm 22nd March 2019

Final Interviews with ACH Board and CEO:

Beginning of April 2019

