

**Manchester City Council
Role Profile**

**Programme Lead, Grade 8
Manchester Adult Education Service,
Growth & Development Directorate
Reports to: Curriculum Manager
Job Family: Community Learning**

Key Role Descriptors:

The role holder will work effectively to ensure that community learning services are accessible to customers and delivered effectively across the city to deliver MCC and Service objectives.

The role holder will deliver an effective, professional function within the service establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services are delivered within performance and quality targets.

The role holder will be responsible for developing and sustaining engagement activities across the service

The role holder will support the development, coordination and implementation of strategic programmes to ensure widespread participation across the community

Key Role Accountabilities:

Oversee the production of effective and accurate management information, ensuring that this is produced accurately and consistently to strict deadlines.

Maintains data and information captured in relevant systems enabling Manchester City Council to report achievements against local and national performance targets.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism and provide ad hoc advice as required.

Develop and deliver process improvement plans and strategies in accordance with agreed time, quality, budget and other performance criteria within the Council.

Ensure that the teamwork within statutory guidelines and maintain relationships with other teams to ensure the highest standard of service delivery.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with any applicable statutory accountabilities and timescales

Effectively contribute to the monitoring and assessment of Health and Safety standards in line with relevant legislation.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Personal commitment to continuous self-development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulted in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The role holder will play a key role in supporting the development, coordination and delivery of the Strategy and associated action plans, contributing to the achievement of Manchester's wider economic, skills and inclusive growth priorities.

The post holder will support the design and implementation of strategic programmes, initiatives and activities that increase participation in learning, improve access to employment and progression, and respond effectively to employer demand across key growth sectors. This includes supporting employer led, innovative delivery approaches and ensuring provision is inclusive, flexible and aligned to labour market needs.

Working closely with internal colleagues and a wide range of external partners, including employers, training providers, and the community and voluntary sector, the role holder will help to connect the city's employment and skills offer to business recruitment needs and embed work and skills activity within wider reform, place based and anti-poverty programmes.

The role has a particular focus on supporting priority programmes such as Responsive Manchester (the Micro Credentials Ecosystem), which addresses skills shortages through flexible, employer aligned learning, and Ambition Manchester, which improves in-work progression for residents in low-income households. Through these programmes, the role holder will contribute to tackling skills gaps, improving employment outcomes, and supporting residents to access secure, sustainable and better-paid work.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

Communication Skills: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.

Analytical Skills: Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Problem Solving and Decision Making: Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature. Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.

Creative Skills: Ability to find creative solutions where there are no existing parameters or procedural framework

People Management: Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Project Management: Excellent ICT and organisational skills to develop a detailed project schedule for use by the Project. Has experience of developing and monitoring project progress through the use of a simple GANTT chart. Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude. Ability to identify, assess and manage risks to the success of the project.

Technical Requirements (Role Specific)

- **Partnership & Stakeholder Engagement:** Proven experience working in partnership with employers, skills stakeholders, and diverse groups; confident engaging stakeholders at all levels and leading/facilitating collaborative working groups.
- **Employability & Labour Market Expertise:** Experience delivering employability, skills, education, or economic development initiatives, with a strong understanding of Manchester's communities, local labour markets, priority sectors, and barriers to employment/progression.
- **Relationship & Data Management:** Ability to manage multiple relationships and priorities effectively, with experience using CRM systems and data tracking tools to support performance and stakeholder management.