



Job Description

Section Manager: Service Industries

Title of Post:	Section Manager: Service Industries
Section:	Business and Service Industries
Hours:	36 hours per week, 52 weeks per year
Grade:	Academic Pay Scale pt. 37 - 40
Reporting to:	Head of School: BSHST - Business, Hospitality & Catering, Sport and Travel, Tourism and Aviation
Base:	Richmond

BACKGROUND

Our Business and Service Industries School, based at our Richmond Campus, offers a range of vocational and professional programmes from Level 1 to Level 3. Working in collaboration with local and national employers, we successfully prepare learners for a wide range of careers and/or higher education, meeting the latest industry standards. Employer needs are central to our curriculum provision, and we are committed to equipping our students with the skills and techniques to navigate the digital landscape of the future. We are committed to ensuring every learner maximises the opportunities offered to them.

As a Section Manager, you will be joining a friendly and supportive team with a range of industry experience, committed to the success of our learners. With many training and development opportunities and scope for promotion within the College, you will be embarking on a varied and rewarding career. Courses offered by the Service Industries include; BTEC Sports, C&G Catering and Hospitality, NCFE Travel, Tourism and Aviation.

PURPOSE OF THE POST

The purpose of the post is to lead the development and expansion of the curriculum, including Work Based Learning. The postholder will ensure the recruitment, retention and achievement of students within the Commercial and Professional curriculum, to deputise for the Head of School and to manage the curriculum and staffing arrangements for a cluster of courses.

DUTIES

Marketing and Recruitment of Students

1. To organise recruitment activities and ensure the appropriate guidance and initial assessment of students.
2. To liaise with internal and external teams/organisations/parties, as directed by the Head of School, to ensure the effective and efficient recruitment and guidance of students.
3. To ensure staff attend promotional events and activities and contribute to the positive promotion of the School and section.
4. To liaise with external organisations to facilitate enrichment and workplace programmes for students.
5. To liaise with employers to build new contacts and create new commercial business opportunities for the school.
6. To investigate and develop new commercial courses for the school's portfolio responding to local and national needs.

Support for Students

1. To ensure the implementation of the College's Tutorial Policy, including the effective use of Attendance Co-ordinators and named tutors.
2. To ensure the implementation of the College's Basic Skills strategy.
3. To ensure the sharing, organisation and up-dating of resources are accessible to staff and students.
4. To implement the College Careers and Guidance Policies.
5. To liaise with the Student and Learning Support team to ensure that students receive maximum benefit from these services.

Design and Delivery of Programmes

1. To teach on a range of programmes according to your specialism, which may include Levels 1 – 3, in Travel, Tourism and Aviation, Sports and Catering.
2. To co-ordinate the design and delivery of programmes and assessment and schedules, if this is in your remit.
3. To work closely with the Apprenticeship & Skills team and local employers to design and deliver commercial programmes, if this is in your remit.
4. To develop and co-ordinate the production of course materials, including schemes of work, lesson plans and assessment schedules, in accordance with College policy.
5. To ensure the development and implementation of new schemes, including submissions to awarding bodies.
6. To ensure that College policies for the delivery of full study programmes, including English & maths and work experience, are implemented fully.
7. To use and initiate digital learning across the curriculum.

8. To ensure programmes meet all requirements of the study programmes including maths and English and work experience including through liaison with the Head of English and maths and other College departments.

Quality and Evaluation

1. To implement the College's Quality Policy.
2. To ensure the implementation of the College's target setting procedures, including the use of value added measures.
3. To ensure there is appropriate moderation and verification of assessment processes.
4. To collate and analyse performance data ensuring that all staff are aware of improvement requirements.
5. To provide leadership and direction in the implementation of sound practice in teaching and learning.
6. Participate in the College's formal Lesson Observation process on an annual basis, which requires at least one graded Lesson Observation to take place. Further Lesson Observations may be required under the College's Capability Procedure.

Management

1. To prepare course and staff timetables as directed by the Head of School.
2. To reach commercial and other targets set.
3. To ensure the maximum use of accommodation and staffing resources.
4. To ensure that students and staff take pride and responsibility for the learning environment, including the tidiness, comfort and safety of accommodation within the remit of the School.
5. To assist the Head of School in the management of staff, providing supervision to a staff and course teams.
6. To assist the Head of School in inducting, supporting and developing staff, especially the support and management of agency staff.
7. To assist the Head of School in the booking of agency lecturers.
8. To lead the course areas.
9. To carry out staff appraisal and teaching observations, as agreed with the Head of School, and to assist in the development and training of all staff within the postholder's remit.
10. To assist in development planning and the construction of the School's course portfolio.
11. To assist in the management of the School, including contribution to marketing, business and development planning.
12. Carry out evaluation of commercial activities.

Other

1. To keep knowledge and skills up-to-date through self-study and undertake staff development and secondments relevant to professional needs.
2. To promote Equal Opportunities and implement the College's Equal Opportunities Policy.
3. To provide a secure, safe and friendly learning environment including implementation of the College's Health & Safety Policy.
7. To complete all documents necessary to comply with College HR policies, e.g. temporary lecturer booking forms, sickness forms, appraisal forms, etc. and ensure all staffing records are kept up-to-date.
8. To take an active part in the College's appraisal and mentoring processes.
9. To carry out any other duties commensurate with the scale and grade of the post.

The post of Section Manager involves considerable subject-based and pedagogic knowledge and understanding, and it is therefore essential that the post holder has a motivation for keeping themselves up-to-date with developments in their professional area and also in the practices of teaching and learning. As a curriculum manager you will be expected to act as a role model to lecturers and curriculum team leaders, and deputise for the Head of School in carrying out their duties. All post holders are expected to consistently review and assess their performance alongside colleagues and engage in positive and critical debate on pedagogic issues. All staff must be committed to inclusive learning and ensuring that they take on the very best practice to meet individual learner needs including the promotion of equal opportunities. All staff are required to implement College policies. Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

Section Manager: Service Industries – Person Specification

	Essential	Desirable	How assessed*
Qualifications			
• A relevant degree or equivalent level relevant professional qualification	✓		Cert/AF
• An advanced level teaching qualification recognised by the FE sector (e.g. PGCE/DET or equivalent)**	✓		Cert/AF
• Assessor/verifier qualifications or willingness to obtain	✓		Cert/AF
Knowledge and Experience			
• Minimum of 3 years' successful teaching experience relevant to the subject area in Further Education setting	✓		AF/IV
• Curriculum management/co-ordination experience	✓		AF/IV
• Experience of leading/managing a team	✓		AF/IV
• A background of working in Travel, Tourism, Aviation, Catering or Sport	✓		AF/IV
• Experience of improving teaching, learning and assessment	✓		AF/IV
• Knowledge of and ability to implement the criteria of the awarding bodies		✓	AF/IV
• Knowledge and experience of delivering curriculum to employers		✓	AF/IV
Other			
• Good communication skills, written and verbal	✓		AF/IV
• Good IT skills	✓		AF/IV
• The ability to enthuse and inspire students	✓		IV/T
• Good planning and organisational skills	✓		AF/IV
• Good literacy and numeracy skills	✓		AF/T
• Good interpersonal skills	✓		IV/T
• Outstanding classroom practice	✓		IV/T
• Using e-learning within the curriculum	✓		AF/IV
• Commitment to Equal Opportunities and Safeguarding in an education environment	✓		AF/IV
• Evidence of and commitment to continuing professional development	✓		AF/IV
• Self-motivation	✓		IV
• Commitment to learners and learner achievement	✓		IV/AF/T
Competencies <i>Section Managers should be able to demonstrate competency in all of the following areas:</i> Communication; Planning and Organising; Interpersonal Sensitivity; Strategic Vision; Motivating Others; Problem Solving and Decision Making; Developing Self and Others			AF/IV

*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Micro teach/presentation or Skills Test at selection process)

Cert = Certificates (checked at interview and on induction)

**Qualifications that are equivalent to the Diploma in Education and Training (DET) include: DTLLS (Diploma in Lifelong Learning Sector); 7407 Stage 3/FE Certificate Stage 3; older Certificates in Education; Post Graduate Certificate in Education (PGCE) – FE and/or Secondary; any qualification that is recognised as fully qualified for the FE sector.