



Role Profile

Job title:	Provision Co-Ordinator	Department:	Apprenticeships
Grade:	E	Reports to:	Provision Manager
Location:	Office Based	Budget responsibility (optional):	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies. Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

To effectively manage relationships with subcontractors external and internal to the organisation in a geographical area who hold a contract with CITB for both Apprenticeship and Work Place Learning Provision. To provide information, advice, guidance and support to internal staff and external subcontractors regarding quality of provision, performance and contract compliance (Funding body rules and requirements and the Contract issued by CITB). To ensure that performance, compliance and quality of provision is continually monitored with a view to improve or be maintained to required standards. To contribute to the achievement of the organisation's performance through delivery of quality Contract Management Review and audit work carried out in accordance with the principles of adding value and working efficiently.

Key responsibilities and accountabilities (circa 5-7):

The Provision Coordinator is responsible for managing, monitoring and reviewing the performance, quality and compliance of subcontracted training providers external and internal to the organisation, and for verifying and reviewing the compliance and quality of the Delivery Team, and Processing Teams internal to the business for delivery of the contract to required standards.

The Provision Coordinator is responsible for ensuring signed return of the CITB Contract by subcontractors and supporting documents and variations

The Provision Coordinator will undertake complex Contract Management Reviews which will typically involve some or all of the following as required:

- Initial research into the activity, performance, and potential risks of the providers to be reviewed.
- Planning and arranging Contract Management Review Meetings prioritised according to identified risks.
- Research the provider in the areas above – including the financial profile (WPL) and performance against targets, Qualification Success Rate data (defined by the Skills Funding Agency and Ofsted), ILR data, and other sources of information such as Ofsted Reports and Operational Minutes of Apprenticeship Officer meetings with providers.
- Liaison with area colleagues to gather the input of the ADM, AO and Shared Services.
- Develop an agenda, risk evaluation and prepare a detailed list of information and documentation required from the subcontractor in preparation for the Contract Management Review for example Policies and Procedures, sample portfolios (WPL), Health and Safety Management Records, EV reports, Teaching and Learning Observation Feedback.

- Prepare financial information including profiles (WPL) and performance against targets in liaison with the Provision Manager, QSR and ILR data, and A-track to monitor learner progress against agreed targets
- Writing and issuing a final Contract Management Review Report evaluating and summarising the key findings and forming an opinion on quality, performance and compliance against contractual terms and conditions, Skills Funding Agency, Ofsted and legislative requirements. Resolve any potential disagreements regarding judgments as required.
- Develop, issue and monitor an appropriate action plan for the subcontractor, with copies to Provision Manager, Area Delivery Manager and Apprenticeship Officer and others as identified as appropriate
- For underperforming providers, ensure that SMART targets are set and monitored to improve performance and using appropriate data prepare forecasts of performance indicators as appropriate and ensure that Area Delivery Managers are informed and regularly monitor learner progress. Escalate findings to Provision Managers
- Ensure work is completed to Ofsted, Skills Funding Agency and internal quality standards and procedures, with consideration to the principles of adding value and working efficiently

Regularly monitor and review performance and compliance with contractual terms and conditions through effective use of systems and processes by:

- Ensuring that learners are being managed to agreed planned end dates (Maytas Report Generator Reports)
- Ensuring that learners are making progress against agreed targets (A-track report) and follow-up on any outstanding elements and verify that appropriate action plans and support plans have been put in place to support learners in liaison with Provision Managers, ADMs and Apprenticeship Officers as appropriate.
- Ensuring that Skills Funding Agency financial audit parameters are being adhered to by internal staff and external training providers for Work Place Learning by monitoring compliance of learner reviews and that completion of paperwork meets internal and external quality standards.

To ensure that the quality of provision of CITB and subcontractors meets external requirements to satisfy Ofsted Inspection:

- Ensuring that the quality of teaching and learning is being monitored appropriately within subcontractors and that action for improvements are identified and addressed appropriately.
- Collate summary of teaching and learning observations from subcontractors to inform judgements on quality of provision.
- Make recommendations regarding the subcontractors monitoring of teaching and learning and follow-up on implementation of recommendations
- Identify and share best working practice with Provision Manager to enable the articulation of these at regular briefings with Subcontractors
- Sample by observation Induction briefings and ERR delivery sessions as appropriate making constructive comments to the Area Delivery Manager and Apprenticeship Officer.

Review the subcontractors' Self-Assessment Report, Quality Improvement Plan and various policies and procedures to ensure compliance with Ofsted's Common Inspection Framework, the quality expectations of CITB and the Contractual agreement and legislative obligations and ensure that the subcontractor is operating a robust quality improvement cycle with measureable targets for improvement or maintenance of strengths to ensure quality of provision for learners.

From learner survey reports

- Discuss where appropriate any recommendations to implement with Delivery Partners and record actions taken
- Monitor effectiveness of any recommended changes by future learner satisfaction and/or increased retention and achievement
- From the learner views agree any actions to resolve where possible any improvements to the learning experience in the short, medium and long term

Be available for Ofsted and NAS inspections/ Skills Funding Agency audits as required

Identify and escalate to Provision Manager and any other internal stakeholders as appropriate, any risks to provision, including risks to fulfilment of Skills Funding Agency contract, risks to successful Ofsted Inspection and risks to successful outcome of Skills Funding Agency Financial Management and Controls Audits.

Maintain an up to date knowledge of Skills Funding Agency funding rules and requirements, Ofsted Common Inspection Framework, European Social Fund cross-cutting themes (Sustainable Development and Equality and Diversity) relevant legislation (for example Safeguarding Young People and Vulnerable Adults, Equality and Diversity, Health and Safety, Data Protection). Maintain a working knowledge of internal operating practices, business awareness and relevant software packages including Maytas 3 and Reports Generator, Crystal Enterprises, CEP.

Audit learner files to ensure that they contain sufficient information to pass external inspection and audit. Monitor and report on compliance of Additional Learning and Social Needs. Ensure ALSN support is provided to learners who require it, and that the effectiveness of the support plan is monitored and compliant with internal policy and procedure.

Contribute to the efficient operation of the Quality & Provision team & ensure that it is effective in the use of its resources. This may involve suggesting new ideas and mentoring peers.

Coordinate contract related events in liaison with Provision Managers, defining agenda, identification of speakers and topics, preparing delegate packs, venue sourcing and liaison, liaising with delegates, speakers and facilitators (internal/external), evaluation of events and managing event budgets.

Project management may be required, for example:

- Assist with Annual review and revision of documentation to ensure compliance with Skills Funding Agency rules and requirements for funding and to satisfy audit;
- Best practice case studies and collation of success stories;
- Contribute to the revision and maintenance of the provider portal;
- Cross-departmental collaboration to review and revise internal operating procedures.

Business Impact

- The Provision Coordinator has indirect responsibility for performance, quality and compliance, and is responsible for assessing how well others are doing this, requiring both detailed understanding of performance measures, policy and procedure, quality assurance principles and knowledge and understanding of Ofsted Common Inspection Framework, and funding rules and requirements.
- The Provision Coordinator must maintain independence and objectivity at all times.
- In the Contract Management Review process, i.e. conducting audits, forming evidence-based opinions and identifying risks to be addressed, the role directly impacts on key organisational targets e.g. Ofsted inspection outcome, Skills Funding Agency audit outcomes, Skills Funding Agency contractual targets



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(approx. £45 million). The Provision Coordinator interacts with people across the organisation and external to the organisation at all levels, often delivering unpalatable messages.

Decision Making

- Form objective judgements, supported by evidence
- When carrying out Contract Management Reviews, consider facts and evidence, form a decision on the level and appropriateness of controls in place and whether further risks need to be addressed
- Involved in shaping and setting the annual Contract Management Review Plan for the areas the role 'client manages', making informed decisions about key risk areas and prioritising resources.
- Identify improvements and efficiencies.
- Identify knowledge and resources to apply to Contract Management Reviews, inviting input from other internal departments, e.g. operational team, standards team.
- Identification of best practice for sharing across the network.

Change Management

- Assist in developing departmental Policies and Procedures; provide advice, guidance and solutions when new processes are being set up.
- Required to use initiative to respond to changes or unplanned aspects that occur during the Contract Management Review meeting.
- Likely to be working on/managing a portfolio of 20 - 25 separate subcontractors at any given time in a variety of provision including Apprenticeships and Work Place Learning.
- Deliver and prepare presentations to delivery teams regarding changes to contractual terms and conditions, and changes to rules and requirements for funding for Skills Funding Agency provision

People Leadership / Team Leadership – where the role has direct or matrix reports.

- No direct line management responsibility, but may act as 'lead' on individual projects
- Oversee a portfolio of subcontractors, managing subcontractors to agreed targets and action plans
- Mentor and coach subcontractors, and offer advice to Apprenticeship Officers and other team members.

Key contacts and relationships:

Internal:

- Effective communication with all grades throughout the organisation and with external subcontractors, involving managing and influencing to gain buy-in to recommendations and advice.
- Ability to negotiate and persuade
- Well-developed interview skills
- Confidentiality and sensitivity where needed
- Able to liaise with external stakeholders such as Ofsted and funding bodies where appropriate.

External:

Knowledge and Experience

Essential

- Degree or equivalent preferred, or business related qualification to at least Level three or equivalent
- A1 Assessor or recognised training qualification is desirable
- Recognised Project Management Qualification is desirable
- Recognised Health and Safety Qualification, Safeguarding and E&D training as appropriate
- Previous essential experience of managing subcontracted activities and coordinating activity in line with recognised quality standards (for example ISO 9001)
- Previous essential experience of using data and information to develop action plans to improve contractual performance
- Knowledge of the Construction Industry, and diversity within the industry
- Essential experience of contract management working within education/training on externally funded contracts with Funding bodies and knowledge of associated rules and requirements for funding
- Knowledge of Ofsted quality requirements, desirable experience of Ofsted Inspections and Self-Assessment Reports and Quality Improvement Planning
- Ability to compile, understand and articulate data and performance statistics
- Well-developed written and verbal skills and communication techniques including presenting
- Excellent ICT skills – Excel, Word, other MS Office packages and internal software packages (Maytas, Crystal)
- Strong understanding of internal control, risk management and governance
- Good, all round understanding of the business environment, and commercial awareness
- Able to understand and draw significant factors from a range of formal documents, such as contracts, meeting minutes, EV reports, Ofsted Reports
- Curious and inquisitive, able to focus on detail and test it for accuracy

Desirable

Behavioural competencies:

- Works Collaboratively – Level 2
- Drives for Results – Level 2
- Communicating with impact – Level 2
- Effective decision making – Level 2

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- Travelling involved, mainly regional travel with some national travel
- Overnight stays where required to complete Contract Management Reviews as appropriate
- Driving licence required, business element within personal motor insurance policy.
- Overtime may be required at times of high priority periods in Contract Management Review cycles.