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| **Information, Advice & Guidance (IAG) Manager**  |  |
| **MANAGEMENT, PROFESSIONAL & SPECIALIST FAMILY**  |
| **LEVEL** | **MPS1** |
| **SHAPE DESCRIPTOR**The role holder will have skills tolead the development and implementation of a comprehensive IAG strategy. Professionally qualified to L6 Careers Advice they must be able to interpret National policy, ensuring the College service reflects and implements the development opportunities that arise from this. Part of this role will be to develop relationships with relevant external agencies and partners which enhance the College’s IAG service.Develop, deliver and embed a comprehensive IAG service throughout the student journey which maximises progression opportunities and positive destinations, including engaging with L4 and above college courses to strengthen internal progression. This will involve strong collaborative working with the Recruitment, Engagement and Progression Manager and the Learner Recruitment team.The role holder will lead on the delivery of careers education, ensuring the provision of high quality resources and be able to empower staff to provide support to prospective and current students by providing comprehensive information and advice.The role will be based at a particular campus but will be expected to work with colleagues across the College to embed systems and processes which monitor the effectiveness and improves the quality of the IAG service throughout the student journey.The role holder will deliver IAG sessions to individuals and groups and provide activities/external agencies contacts to contribute to Progression Week.She/he will develop and implement strategies which improves and monitors the quality of IAG across student facing roles within the College, providing training as appropriate.  |
| **LEVEL SUMMARY**Role holders are likely to be professionally qualified and will have broad knowledge of their area and the application of this in the further education environment. They will provide professional, specialist or high level technical advice, direction and input across a range of activities. They will contribute to the development of new systems and procedures and will understand the professional, legal and/or regulatory requirements of the environment in which they work. They may lead a team permanently or in project activity and will typically be accountable for the quality of service delivery in their own practice or immediate area of responsibility. They will have professional autonomy and discretion within operational policies and precedents. |
| **REPRESENTATIVE WORK ACTIVITIES** |
| Provision of Management, Professional or Specialist Level activities.  | * Role holders will be able to develop systems and processes, taking into account multiple factors and analysing complex data.
* Will supply data and information to other departments and services.
* Research and investigation may be targeted to achieve operational objectives and typically involve reviewing and seeking improvements or developments in service delivery.
* In some areas research may be as part of national projects.
* Thorough understanding of appropriate health and safety regulations and procedures, ensuring compliance with appropriate legal standards in own work area.
	+ Role holders may manage technical or operational services and have responsibility for the safe working of others.
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| Planning and Organising | * Role holders will liaise with others and develop collaborative relationships.
	+ May manage a group of staff within a team or section, including recruitment, induction and training, to ensure completion of tasks in a timely fashion.
	+ Planning of service to feed into broader departmental or sectional plans will be required.
	+ Planning occurs over a period of weeks to months ahead.
	+ Role holders may monitor resources/budgets and contribute to resource and budget planning and make recommendations about future requirements.
* May co-ordinate and manage projects/services within agreed budgets.
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| Initiative and Decision Making | * Role holders will investigate complex problems and test solutions.
	+ Professional judgement, diplomacy and political awareness are required.
	+ Role holders will be creative and use initiative in carrying out their work and be able to use or incorporate new techniques and methods.
* Role holders will have significant professional autonomy within wider policies and precedents.
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| Communicating, Persuading and Influencing | * Role holders must be able to present complex information verbally or in writing at an appropriate level of professional complexity/specialism.
* Required to persuade and influence others in the teams, functions and projects they lead or manage, about new ways of delivering services and the use of new working practices.
* Role holders will have a range of contacts both internal and external to the College and may participate in relevant committees.
* May represent the College externally to contractors, other College’s, Education institutions and external agencies.
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| Teamwork | * May be required to manage a group of staff within a team or section (may include specialist/technical staff) or may be considered a specialist within an area of expertise working within a wider team.
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| **REPRESENTATIVE SKILLS, KNOWLEDGE & EXPERIENCE** |
| * Role holders are likely to have a degree or equivalent qualification and professional level experience showing success in a similar work environment, backed by evidence of appropriate up to date knowledge of relevant professional, specialist or technical issues, legal and regulatory requirements.
* Ability to, or experience of, managing a team and providing effective leadership
* In many areas a professional qualification may also be expected.
* Knowledge of College structures and systems and how they inter-relate is needed.
* Sufficient knowledge and aptitude to contribute to policy discussions, anticipate, respond to and initiate change and to take projects forward is required.
* A wide awareness of developments in further education and the external professional environment and how this impact on service delivery is required.
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| **REPRESENTATIVE PERFORMANCE INDICATORS** |
| * Agree and set service objectives within a Department or for an activity.
* Implement and progress strategic and development plans, designed to maximise service delivery.
* Identify and recommend best practice from other areas of further education and elsewhere.
* Manage specific projects/service for a department or section.
* Maintain and develop information systems for a department.
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**IAG Manager**

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| **Person Specification**  | **Essential****Desirable****(E/D)** | **Application/****Interview****(A/I)** |
| **Qualifications** |  |  |
| Level 6 Careers Guidance and Development (or equivalent) | E | A |
| Maths and English GCSE or equivalent | E | A |
| Relevant level 3 (A levels/BTECs) Qualifications | E | A |
| Relevant Degree and/or Professional Qualification | D | A |
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| **Skills and Abilities** |  |  |
| Ability to work with a wide range of internal and external stakeholders to deliver high quality services. | E | A/I |
| Excellent IT and technology skills, including database analysis skills  | E | A/I |
| Proven track record of successful delivery of one to one guidance and facilitation of interactive group sessions | E | A/I |
| Strong communication skills in all forms | E | A/I |
| Strong project management skills | D | A/I |
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| **Experience and Knowledge** |  |  |
| A detailed understanding of the issues and opportunities which people face when accessing post-16 study education. | E | A/I |
| A detailed understanding of the FE Sector, including the college offer, HE and Apprenticeships. | E | A/I |
| Significant experience of managing and embedding an IAG service in a College or Private Training Provider to deliver successful outcomes. | E | A/I |
| A sound understanding with evidence of implementing National policy relating to careers advice and guidance at post 16. | E | A/I |
| Considerable experience as a Careers Adviser preferably in an FE setting | E | A/I |
| Experience of working across a large and diverse organisation | D | A/I |
| **Personal Qualities** |  |  |
| Highly effective collaborator motivated to achieve project success | E | A/I |
| Ability to communicate effectively with staff at all levels.  | E | A/I |
| Commitment to customer care | E | A/I |
| Ability to work within a team and without supervision | E | A/I |
| Ability to prioritise own and others workloads | E | A/I |
| Ability to problem solve | E | A/I |