

FASHION RETAIL ACADEMY

Job information pack

Job description for:	Programme Manager
Level:	Manager
Accountable to:	Deputy Head of Further Education
Key relationships:	Programme Managers / Deputy Head of Further Education / Head of Further Education / Group Leaders / Student Support Services / Curriculum support / Director of Delivery and Industry Relevance / Registry / Other Professional Support Services
Salary:	Programme Manager salary grade Subject to teaching qualifications and experience
Hours:	Full Time, Permanent
Location:	London / West End

About us

The Fashion Retail Academy (Ofsted outstanding) is a unique, industry led academy. Founded by retail giants, we offer a range of exclusive Fashion courses with unparalleled industry involvement to ensure our students gain the skills and contacts needed to successfully progress to employment.

Supported by and working closely with over 140 fashion brands from high street staples to digital giants and luxury brands, we offer a wide range of specialist fashion diploma, degree and short courses, many of these exclusive to the FRA with start dates throughout the year.

Our courses are developed with industry partners to provide our students with a combination of in-depth fashion retail knowledge and unrivalled hands-on practical industry experience (which include high quality occupationally relevant work placements, industry masterclasses from the leading figures in industry, live commercial projects and our industry preparation enrichment). Our graduates leave with a wide range of skills and experience guaranteeing them the fastest route into work.

This is a hugely exciting time to join the FRA; we are constantly expanding, both in student numbers and square foot! In addition to our main site on Gresse Street, we have recently acquired a new state of the art office on Newman Street, doubling up as a social space for our staff in the evening.

About the role

The Programme Manager will report into the Deputy Head of Further Education and in context with our ambitious growth plans they will be a key member of the Curriculum Delivery Team, providing day-to-day management and leadership of our Group Leaders. The Programme Manager will be responsible for the course currency and quality and performance of teaching and learning to deliver the best possible student experience and outcomes.

Key accountabilities

1. **LTAF:** To lead on all aspects of Teaching, Learning, Assessment and Feedback (LTAF) across assigned curriculum area to develop outstanding professional practices; in line with operational strategy, academic and Industry relevance
2. **Course Planning:** To oversee assigned area's curriculum planning and development, working with other Programme Managers, Group Leads and senior management to develop effective curriculum pathways with a focus on student and subject growth
3. **Course Content:** To ensure that assigned curriculum programmes are current, relevant and reflect the requirements of qualifications and fashion industries, and continuously updated for the highest level of course currency
4. **Operational Management:** To have responsibility for operational management of teaching teams to support, line manage, coach and develop Group Leaders and specialist lecturers
5. **KPI ownership:** To have responsibility for and ownership of quality improvements, standardisation of best practices and effective management of resources to develop outstanding student experience and outcomes and deliver or exceed forecasted FRA KPI's

Key responsibilities

LTAF:

- To promote and develop the highest standards in teaching and learning amongst the Group Leads
- To work with the Core team to develop and share good practice in learning and teaching across teams
- To undertake observations of staff involved in teaching and learning to provide development and support alongside the Advanced Practitioner
- To develop and performance manage staff where required to ensure standards of teaching and learning are maintained
- To ensure learning, teaching and assessment strategies and methods are outstanding, successful and engaging across all teachers to deliver the best possible student outcomes
- To lead and inspire outstanding pedagogy
- To consistently review and promote excellence in assessment and feedback
- To ensure that collaboration takes place with other Programme Managers to develop and continually improve the student pathway and incremental learning
- To mentor and coach team members around outstanding LTAF
- To ensure quality processes and procedures are adhered to and are at the centre of all teachers' practices

Course Planning:

- To manage the planning, design, application and evaluation of innovative curriculum delivery
- To plan, organise and implement quality assurance practices in-line with internal and external requirements to maintain adequate inspection readiness at all times
- To ensure that all lesson schedules are planned in a timely manner and in line with QAE compliance
- To consistently review course content for compliance, relevance and student engagement
- To regularly review student feedback and implement any key areas for improvement as highlighted by the student voice
- To support and drive a culture of continuous improvement

Course Content:

- To work with the Group Leads to review, develop and improve the currency of each subject content to reflect the constant changes within the industry and creative

education to ensure a curriculum that reflects a contemporary approach and industry relevance to all student learning

- To lead teams to deliver the centralised curriculum structure and model, coordinating use of external industry input where relevant
- To oversee and develop subject pathways with Group Leads
- To develop a cohesive academic team that will enhance subject content across assigned curriculum area and across curriculum courses enabling students to build up relevant levels of skill, knowledge and academic and personal attainment within a clear pathway for progression and destination

Operational Management:

- To ensure that all areas of responsibility are planned, designed and delivered in an effective and efficient manner, acting in the interests of the FRA
- Undertake leadership and management responsibilities that set clear behavioural expectations and ensure the understanding of ownership and accountability
- To line manage, lead and support the Group Leads' development & CPD
- To conduct monthly check-ins through the Clear Review process for each direct report
- To support relevant student pastoral needs with teaching teams
- To have ownership of operational management of the team including relevant aspects of daily department operation in line with FRA process and policy
- To plan and develop growth within the team for sustainability and succession planning
- To work in accordance with the needs of the FRA and SLT to ensure we maintain 'outstanding' status

KPI ownership:

- To manage the team to meet key performance targets including metrics around retention, attendance and attainment
- To oversee the maintenance and recording of accurate student records that support individual student learning plans and achievement
- To maintain accurate records that allow reporting and discussion at meetings of all levels
- To consistently undertake analysis of learner data in collaboration with Group Leads to ensure student's target and stretch targets are agreed and monitored
- To be responsible for driving high standards of quality control and compliance

In line with all staff:

- To act in the interests of the FRA at all times.
- To support the delivery of the FRA's strategy as it relates to this post.
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the FRA.
- To be committed to your own development through the effective use of the FRA's performance review and staff development processes.

- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the FRA's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety, security and well-being in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the FRA's Equality and Diversity policy at all times.
- **Health and Safety.** Comply with and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR.

The job description should not be regarded as exclusive or exhaustive. It is intended to be a summary outline of the current areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated December 2023

Person specification

	Essential
Qualifications	<ul style="list-style-type: none"> ▪ PGCE or equivalent teaching qualification ▪ Relevant degree or above or equivalent relevant professional qualification ▪ Relevant industry experience
Knowledge	<ul style="list-style-type: none"> ▪ Outstanding current knowledge of Fashion Retail landscape ▪ Outstanding knowledge of current Post-16 education, policy and practice ▪ Outstanding knowledge of LTA, methods, processes and pedagogy
Experience	<ul style="list-style-type: none"> ▪ Operational managerial experience within an educational setting (ideally Post-16) ▪ Successful track record of relevant team leadership and management experience ▪ Demonstrable outstanding teaching practice ▪ Inspection readiness preparation experience
Skills	<ul style="list-style-type: none"> ▪ Excellent planning, organisational and administrative skills ▪ Advanced communication skills ▪ Excellent IT and digital skills ▪ Excellent listener with a strong coaching and mentoring skills ▪ Good reporting writing skills
Attributes/ Personal Characteristics	<ul style="list-style-type: none"> ▪ Innovative and open-minded approach to curriculum development and planning ▪ Inquisitive approach to curriculum design ▪ Solution focused and ability to creatively problem solve ▪ Ability to motivate and inspire an outstanding teaching team ▪ Excellent operational management of area with smart effective planning solutions ▪ Ability to stay current within both subject area and post-16 education ▪ Commitment to practicing and modelling the FRA's values

Our vision, mission and values

Vision

To be the home of Fashion's next generation with a transformative educational experience that changes lives, creates and enhances careers and prepares our graduates for success in the real world.

Mission

To pioneer educational experiences with industry which nurture and develop the next generation for high value careers in fashion and retail.

Values

Collective courage for a successful future:



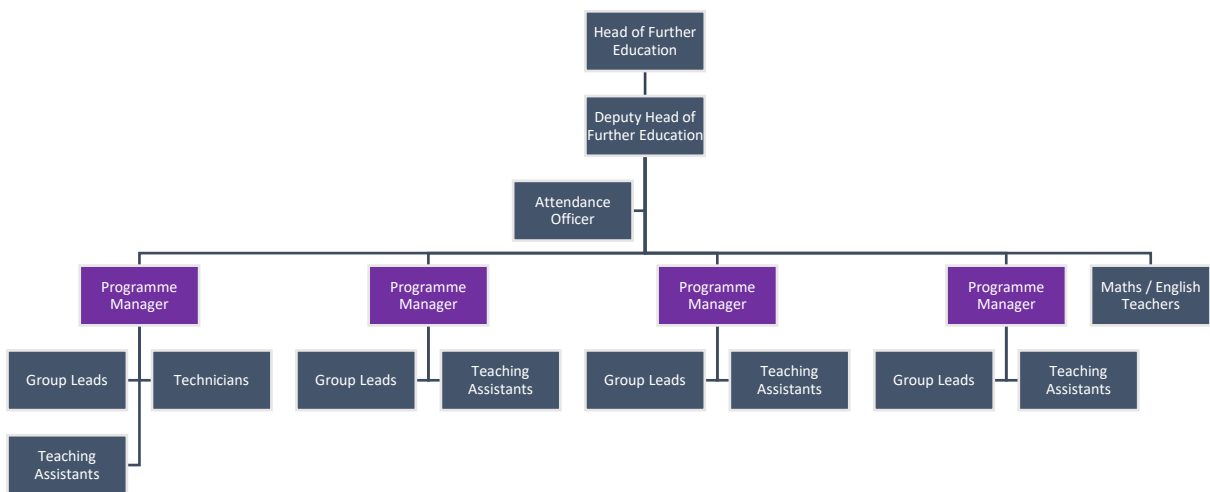
Customer centric: "If it matters to our students, it matters to us"

Authentic Action: "We're authentic in our actions, words and interactions"

Resilient: "Integrity in our actions to relentlessly strive for what we care about"

Enthusiastic: "If it matters to you, make it matter to others"

Team structure



FRA Reward & Recognition Programme

WE OFFER A MARKET-LEADING BENEFITS PROGRAMME THAT OFFERS SOMETHING FOR EVERYONE!

Health & Wellbeing

- A customisable monthly wellbeing allowance aimed to support your healthy lifestyle, whatever that may be!
- Funded counselling and / or CBT provided by Bupa.
- Highly competitive sick pay to support you in a time of need.
- [Cycle to work scheme](#) - save at least 25% on a new bike and fitness accessories.
- Annual flu vaccination programme.

Work-Life Blend

- Incredibly generous holiday allowances:
 - 25 days holiday plus bank holidays (support staff)*
 - 30 days holiday plus bank holidays (managerial staff)*
 - 35 days holiday plus bank holidays (academic and director staff)*
- Plus extra days off at Christmas, Birthday leave and Celebration leave, andan additional 2 weeks off and an Around the World ticket every 5 years!
- Enhanced family leave pay, including 6 months fully paid maternity, adoption and shared parental leave!
- A buying and selling holiday scheme.
- Amazing flexible working opportunities, including hybrid working, flexi hours, a sabbatical scheme, and the ability to be able to request formal flexible working from day 1.

FRA Culture

- Vibrant and inclusive environment with regular socials including all staff parties, team nights out, and more casual affairs such as our monthly Thirsty Thursdays 😊
- Employee led staff recognition awards.

- Modern facilities including a delicious food and beverage provision.

Financial Health

- An enhanced pension scheme provided by Prudential (on the successful completion of probation): employee contributions matched by employer up to 5%.
- Automatic enrolment workplace pension provided by People's Pension (available from day 1): 5% employee contributions and 3% employer contributions.
- Financial and legal advice through our top end Employee Assistance Programme.
- Refer a friend scheme and pocket £500!
- [Techscheme](#) allowing you to spread the cost of the latest tech over 12 months, plus NI savings.
- Interest-free travel season ticket loans.
- Local area discounts and offers including corporate rates for local gyms, discounted restaurants and bars.

Personal Growth:

- Personal learning & development allowance to empower you to take ownership of your professional journey.
- Financial support and mentoring towards professional qualifications.
- A wide range of in-house and external training, CPD, teacher training and teaching practice development.
- Free access to LinkedIn Learning for personalised learning, virtually everywhere anytime!
- Reimbursement for annual professional membership fees relevant to your role.

Social Impact:

- FRA fundraising contributions – if it matters to you, it matters to us. We match sponsorships up to £1000!
- 2 paid charity volunteer days per year.
- Payroll charitable giving.

More information



Contact us:

To arrange an appointment for an informal discussion about the role and our organisation, please email recruitment@fra.ac.uk