

Operations Manager

Adult & Community Learning

ABOUT US

Why work for Total Training Provision?

At Total Training Provision, we believe education should empower people, strengthen organisations, and change lives. Our work is driven by our values of Accountability, Excellence, Trust, Service, Gratitude, Innovation, and Collaboration, and these values shape how we support our learners — and our people.

You'll join a supportive, ambitious organisation where quality matters, innovation is encouraged, and your expertise is genuinely valued. We invest in our staff, trust you to do your job well, and give you the autonomy to make a real difference every day.

If you're passionate about leadership development and want to work somewhere that combines high standards with a strong people-first culture, this is the role for you.

UNDERSTAND

The Role

The Operations Manager – Adult Skills & Employability plays a key leadership role in the day-to-day coordination of adult learning provision. Reporting to the Senior Operations Manager, you will lead a team of Skills Coaches and Business Development Executives, oversee timetabling, and ensure that learners are recruited, supported, and progress through their learning in a timely and compliant manner.

You will be directly accountable for the timely achievement of learner qualifications, ensuring that programme delivery and learner support align with funding rules, quality expectations, and performance KPIs.



Salary:
£38,000 – £43,000



Location:
Hybrid / Head Office
Barnsley



Hours:
Full Time



Reporting:
Head of ACL

*Join our
growing team*



UNDERSTAND

The Responsibilities

Programme & Timetable Management

- Develop and manage a regionally responsive timetable that aligns staffing, delivery venues, and learner availability.
- Schedule delivery to maximise guided learning hours and qualification success while minimising clashes, cancellations, or delays.
- Monitor course attendance and resourcing to ensure continuity of learning.

Team Management & Leadership

- Line manage Skills Coaches and Business Development Executives, setting clear goals linked to learner recruitment, support, and achievement.
- Conduct monthly 1:1s and performance reviews, offering coaching and accountability to support progression.
- Ensure teams follow all documentation, onboarding, and review processes to meet quality and compliance expectations.

Learner Achievement & Progression

- Take ownership of the timely achievement of learner qualifications, ensuring all learners are supported to complete within the agreed programme durations.
- Monitor learner progress and implement timely interventions where learners fall behind.
- Support Skills Coaches to use data and learner evidence effectively to track and report achievement.
- Work with Curriculum and Quality teams to ensure appropriate delivery sequencing and assessment timelines.

Business Development & Learner Recruitment

- Collaborate with Business Development staff to achieve agreed monthly learner start targets.
- Ensure community partners, JCP referrals, and employer contacts are effectively converted into course enrolments.
- Track recruitment pipeline performance and support staff to resolve conversion or engagement issues.

Compliance & Funding Rule Adherence

- Ensure all delivery the requirements of DFE ASF and MCA funding rules, including:
 - Learner eligibility and start evidence
 - Enrolment, initial assessment, and ILR accuracy
 - Qualification compliance and evidence pack completion
 - GLH, aim completion, and audit-readiness
- Conduct regular compliance checks and escalate non-conformities to the Senior Operations Manager.

UNDERSTAND

The Responsibilities

Quality & Learner Experience

- Support the delivery of high-quality provision aligned to the Education Inspection Framework (EIF).
- Monitor learner satisfaction and feedback, responding proactively to maintain a supportive learning environment.
- Contribute to quality assurance processes, observations, and internal improvement initiatives

Cross-functional Collaboration

- Liaise with Curriculum, MIS, Admin, Compliance, and Quality teams to ensure smooth operations.
- Provide reporting and updates to the Senior Operations Manager on progress against targets and priorities.
- Assist in the preparation for audits, inspections, and stakeholder reporting.

KPI's

Performance Expectations

100% of direct reports receive monthly 1:1s and complete CPD requirements
≥95% learner achievement rate on funded programmes
100% management of quarterly timetable for all face to face training courses
≥85% positive learner progression (employment, further training, qualifications)
100% onboarding and eligibility compliance within agreed SLA
≥95% learner satisfaction rate
≤3% audit and funding errors
≤3% learners behind planned progress
< 3% unfunded occupancy
≥97% satisfaction rate from learners and stakeholders
100% financial targets met quarterly and year-end

KPI's

Performance Expectations



Working
towards
Excellence

100% of all changes of circumstances e.g leavers, changes of employers, BIL completed within month
< 3% error rate and rejections on learner and employer onboarding documentation
100% of profiled referral partner progress and service reviews to take place by due date
100% of stakeholder newsletters to go out monthly
100% of learner recruitment functionality completed within month
100% completion of quarterly QIP Updates
100% of Learning Walks to take place
>90% of Skills Coaches to be in a Developmental Pathway
>90% of Skills Coaches to be Green Brag rated
100% of caseload reviews and employee staff CPD to be uploaded to BRIGHT HR each month
100% of CPD activities to take place and CPD logs updated
100% return on weekly reporting to Line Manager
100% return on monthly reporting to Line Manager
100% completion of team weekly priorities meetings
100% completion of departmental bi monthly meetings
100% attendance at management meetings
>97% satisfaction rate with Team
100% accuracy on Onefile and PICS systems



Working
towards
Excellence

JOIN THE TEAM

What we are Looking for



The Essentials

- Experience managing operational delivery in adult education, employability, or funded learning programmes.
 - Knowledge of DFE ASF and MCA funding rules and documentation requirements.
 - Understanding of qualification frameworks and the importance of timely learner achievement.
 - Ability to lead and develop teams in a compliance- and outcome-focused environment.
 - Strong organisational skills with experience managing schedules or timetables
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- Recognised teaching, assessing, or leadership qualification (e.g. AET, TAQA, L3+ in Management).
 - Experience in working with MIS, ILR systems, or audit processes.
 - Previous experience managing learner or staff caseloads



The Desirables

OUR COMMITMENT

Equal Opportunities & Safer Recruitment

- At Total Training Provision, our values of Accountability, Excellence, Trust, Service, Gratitude, Innovation, and Collaboration underpin our commitment to equality, diversity, and inclusion.
- We are dedicated to providing a fair, inclusive, and supportive working environment where everyone is treated with dignity and respect and has the opportunity to succeed. We welcome applications from individuals of all backgrounds and make all recruitment, selection, and progression decisions based on merit, skills, experience, and potential.
- Total Training Provision is committed to safer recruitment practices. This role involves working with children, young people, and vulnerable adults and is therefore subject to a full enhanced DBS check, which must be clear and will be carried out as part of the recruitment and onboarding process. Employment is conditional upon satisfactory checks and references.
- We actively promote a culture where safeguarding, equality, and professional conduct are everyone's responsibility.

OUR COMMITMENT

Safeguarding & Inclusion

Total Training Provision is committed to safeguarding and promoting the welfare of children and vulnerable adults. An enhanced DBS check will be required. We are proud to be an inclusive employer, committed to creating a workplace where everyone is treated with dignity, respect, and fairness.

GIVING BACK Total Rewards



*Just some of the
benefits working at Total
Training Provision*

Total Leave	All staff benefit from 25 days annual leave + extra Christmas shopping day + extra day for Birthday + 8 Bank Holidays = Total 35 Days
2 Years' Service	Staff who have passed 2 years' service get an additional 2 days leave
5 Years' Service	Staff who have passed 5 years' service get an additional 2 days leave
10 Years' Service	Staff who have passed 10 years' service get an additional 2 days leave
Work Anniversary	Vouchers for colleagues who reach a work anniversary, £10 for every year reached
Total Health	Staff will have access to the Westfield Health Plan once they have successfully passed their probation & Health Assured from Day 1.
Early Friday Finish	Early Finish Fridays. On the 2nd Friday of every month staff benefit from a 3pm finish
Bright Exchange	Extra discounts and offers through Bright
Dress Down Fridays	Every Friday, staff do not need to wear formal work clothes
Buy & Sell	Buy up to 5 days annual leave and sell up to 3.