

Schools Setting and Relationship Manager – Grade 13

At Kirklees we want to be innovative and creative in the way we work to deliver services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

We are looking for people who demonstrate all of the Council's behaviours and expectations and continually strive for excellence. You will be part of an ambitious, creative and highly collaborative team which aims to exemplify the Council's ways of doing things.

This role is based within the Children and Young People Service, Learning and Skills. [Click here to find out more](#)

The Job

The post holder will proactively build and maintain business relationships with schools and head teachers to ensure the provision of support by the Council is appropriate and meets requirements and expectations.

The role will have strategic oversight for arrangements relating to The Education and Learning Partnership Board (and its committees) which will also include managing strategic arrangements for the Schools Forum

The development and creation of a quality assurance framework is key, and the post holder will be required to regularly take customer feedback, determine satisfaction levels and identify areas for improvement or alternative service provision.

Communicating regularly with schools and settings, the post holder will ensure positive and productive relationships with all learning providers.

The role will also lead the Learning Service Business Hub. This includes managing the teams supporting School improvement and Commercial Services, the Council's Booksplus offer and the teacher supply service (KSS). In addition the post holder will have oversight for traded services alongside other colleagues in Learning and will work closely with the Head of Service Commercialisation.

The post holder will support and report to Head of Educational Outcomes and will be a member of the Service Leadership team.

Job Checklist

- Develop and maintain a quality assurance framework in line with wider Service priorities.
- Maintain regular and open dialogue with learning providers and stakeholders.
- Monitor feedback and other intelligence relating to support and make recommendations for improvement.
- Assist and advise on opportunities for development and delivery of Service priorities.
- Achieve performance against agreed target levels of buyback from schools and settings for each service, or area within each service.
- Annual budget setting and in-year budget monitoring ensures services area financially viable year on year and, where necessary, issues are identified in a timely manner and effective long term strategies employed to ensure service viability or closure
- Line management of Business Hub teams.
- Produce secure business and financial plans for each service area.

Please [click here](#) to see your responsibilities related to safeguarding

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

As an experienced and effective leader and using your strong communication, negotiation and consultation skills you will build, maintain and manage effective business relationships with all stakeholders.

Your understanding of the wider commercial environment means you identify connections and dependencies between projects and initiatives allowing you make recommendations and to develop relationships with schools and partners.

An in-depth knowledge and understanding of socio-economic factors will allow you to develop programmes to improve relationships with schools, academies and other learning providers which in turn enhance the life chances of children and families.

Developed project management skills will allow you to achieve desired outcomes, generate initiatives and develop solutions with minimal supervision. This includes funding, project development plans and project reports.

With your commitment to high standards, strong customer focus and reputation for delivering excellence, you will manage project risk and take a creative approach to problem solving to make a difference and achieve positive and measurable outcomes.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive, Honesty, Respectful, Flexible, Communicative and Supportive.

We also expect you to promote and role model the Council's Expectations of a New Council manager within the organisation. This role is at level 3. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

Person Checklist

- Excellent knowledge of legislation and guidelines in relation to LA educational responsibilities.
- An in-depth understanding of cultural and socio-economic factors which create barriers to learning and a track record in developing creative solutions.
- Strong negotiation, communication and consultation skills.
- Proven experience of business relationship development and customer care skills.
- Project management skills and experience with a demonstrable track record in delivering projects within budget and on time.
- Experience of developing and implementing effective business strategies to ensure financial viability.
- Experience of leadership and management across different types of services areas, with a proven ability to ensure efficient operations; legal compliance and the ability to harness team support to adapt and change.
- Secure business and financial planning knowledge and skills with the ability to generate, monitor and report on long, medium and short term financial strategies.
- Knowledge and experience of developing and implementing a successful marketing and communications strategy to promote and maximise business opportunities.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate in your application how you meet the Person Checklist.