

<b>Job Title:</b>	Assistant Operations Manager – EN: Able Futures CIC
<b>Reports to:</b>	Operations Manager (ENF)
<b>Based at:</b>	Wawne Road Office, Humber Construction Hub, Wawne Road, Bransholme, Hull HU7 5YV (travel to Head Office in Sheffield required) with Agile Working
<b>Salary:</b>	£31k plus comprehensive benefits

## JOB PURPOSE

Working for EN:Able Futures you will be required to work in partnership with both internal and external partners to achieve the required outcomes by providing first level support for the Operations Manager. Through meticulous monitoring of all EN: Procure frameworks and associated apprentice outcomes, you will build relationships to maximise the numbers of construction-based apprentices taken through the Flexi-Job Apprenticeship Service, working with social housing landlords (our members) to ensure they are able to refer residents into the recruitment process; identifying the correct apprenticeship standard and training provider.

Taking the lead from the Operations Manager you will ensure that all IT and administrative based systems are utilised correctly and be responsible for reporting and collating all statistics and apprenticeship outcomes relating to the Corporate Social Value agenda.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Working for EN:Able Futures CIC you will work with the EN:Procure Framework Managers to identify all social value framework apprenticeship opportunities generated through contracts under discussion, converting these apprenticeship opportunities into Flexi-Job Apprenticeship outcomes.
- Update all trackers on a weekly basis, providing a monthly update on each project, what the potential relevant associated outcomes are and how they are progressing.
- Work with the Operations Manager to assist both clients and contractors to understand the required apprentice opportunities and how they will be delivered by EN:Able Futures, the primary apprenticeship delivery agent on behalf of EN:Procure.
- With the support of the Operations Manager effectively support the contractor to identify the right construction apprenticeship pathway which EN:Able Futures would want to take forward.
- Establish new and ongoing links with colleges and training providers providing a directory which states what each one offers, keeping this as up to date as possible and sharing with the team.

- Build and maintain external partnerships with our members, local groups, and organisations to support the recruitment process; ensuring members residents have access to all opportunities and that unsuccessful candidates can be referred for additional support and upskilling where required. Promote all vacancies to members by making contact by phone, if a specific recruitment process is to be followed, ensure the team are aware. Keep all relevant details.
- Support the Operations Manager to proactively seek new external hosts for the Flexi-Job Apprenticeship Service, converting these into income generating opportunities for EN:Able Futures.
- Act as technical lead for internal and external based IT systems, working effectively to create the structure and process for evaluation of data relating to all projects.
- Work with the Operations Manager to ensure all relevant operational procedures are followed, taking forward responsibility for completion of documents.
- Monitor data to prepare correspondence, papers, presentations, reports, and other material using PowerPoint, Excel and Word documents, charts, tables etc. as required and catalogue for future reference.

## OTHER RESPONSIBILITIES

- Attend operational and team meetings as requested.
- Keep up to date on any changes within the business and promoting same to the industry.
- Provide advice and support to members of Efficiency North Holdings Ltd.
- Ensure objectives set by your Manager are met to a high standard within the given time frame.
- Continually build knowledge and expertise on new products and services, assess opportunities to generate revenue for ENF and ENP and savings for its clients.
- Ensure objectives are delivered on time and to the required quality.
- Continually review and look for new ways of working, recommending, and implementing these changes to improve quality of service.
- Deal with issues and ensure resolution on a timely basis.
- Provide advice and support to colleagues and customers.
- Work collaboratively across the business to facilitate communication and ensure consistency.
- Build solid relationships with colleagues and key stakeholders.
- Any other related duties as required by your line manager.

## KNOWLEDGE, KEY SKILLS AND EXPERIENCE REQUIRED

	Essential	Desirable
<b>Qualifications</b>		
Educated to at least Level 3 in Information, Advice and Guidance (or willing to work towards)		✓
English to at least level 2	✓	
Maths to at least level 2	✓	

	Essential	Desirable
<b>Experience</b>		
Experience of working at a management level	✓	
Evidence of a working apprenticeships/managing apprenticeships, work placements, systems, and processes.		✓
Experience or a working understanding of Social Value		✓
Proficient in the use of MS office suite and other IT	✓	
Understanding of the use of Power BI or a willingness to learn		✓
In-depth knowledge of the related curriculum areas		✓
Collating and producing detailed management information reports		✓
Recent experience of working with young people and supporting them with employment opportunities		✓
Experience of identifying and recruiting apprentices		✓
Proven experience of establishing strategic and operational employer partnerships		✓
Working in a business focussed environment		✓

	Essential	Desirable
<b>Skills /Knowledge</b>		
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding and DBS compliance	✓	

Sound understanding of HR functions and employment law		✓
Awareness of Government apprenticeship policies and initiatives	✓	
Knowledge of the construction sector		✓
Ability to work under pressure and meet deadlines	✓	
Proven project management skills	✓	
Accuracy and attention to detail	✓	
Ability to analyse data and produce detailed reports in a format that is accessible and transferable	✓	
Strong strategic and analytical thinking skills	✓	
Flexible to work as part of a small team	✓	
Ability to communicate professionally and work closely with and support all stakeholders; across face-to-face, online and telephone interactions	✓	
Excellent customer service skills with proven ability to build both internal and external relationships	✓	
Excellent organisation and administrative skills including time management	✓	
Full driving license and/or ability to travel within the Yorkshire & Humber region and the wider Yorkshire area when required	✓	

	Essential	Desirable
<b>Qualities/Approach linked to company values</b>		
People focused	✓	
Commitment to Safeguarding, Equality and Diversity	✓	
Passionate about providing an excellent service	✓	
Friendly, outgoing personality	✓	
Confidence in dealing with people of all ages, abilities and backgrounds	✓	
Self-motivated with the ability to prioritise and multi-task when necessary	✓	
Enthusiastic, reliable and flexible	✓	

The successful candidate will also be required to undergo an Enhanced DBS and other pre-employment checks.

## COMPETENCY PROFILE

The table below summarises the competency profile for this role and is to be read in conjunction with the Competency Matrix.

Competency Profile					
Teamwork	D	Planning and Organising	D	Communication	D
Leadership	D	Continuous Improvement	D	Influencing	D
People Development	D	Dealing with Change	D	Professionalism	D
Achieving Results	D	Customer Focus	D		

## YOUR REWARDS

We offer generous annual leave, health care, life insurance, attractive pension options, flexible working, employee support programme, electric vehicle salary sacrifice scheme inclusive working environments and much more to support a healthy work/life balance.