



JOB DESCRIPTION
EDUCATION MANAGER
£20,085.00 - £25,000.00 p.a.

Job Purpose and Summary

Make CIC is a social enterprise with the vision to see people turn passion into prosperity.

The mission is to provide services; support people; facilitate resources and networks in order that people can live happy, healthy and prosperous lives.

This is done by providing affordable, community-focused creative work environments; nurture people's curiosity to learn skills; facilitate access to opportunities and resources; bring people together by building networks and hosting events; as well as transform the environments around us.

The role of the Education Manager is dedicated to managing all aspects of the Make CIC education programmes. This can include curriculum planning, recruiting participants and tutors, programme design, financial and performance reporting, budget management, executing various tasks on projects undertaken by other members of the team, covering delivery staff and tutors if needed, managing budgets, research, all statutory compliance such as risk assessments, health and safety, safeguarding children and vulnerable adults, and ensuring that the company collects the proper data required for the programmes.

Reporting Relationships

- Reports to the Chief Operating Officer

Key Skills and Person Specification

A great candidate will be someone who has experience managing education and skills work, with a passion for creative subjects and approaches. It's desirable that this person could also help support teaching and delivery if needed, but it's more important that they have an understanding of developing curriculum and frameworks for programmes. This role will require a creative and entrepreneurial mindset towards delivering and growing classes and education products, but critically they possess the skills to deliver the detail of well managed projects. High quality written communication, matched with detail orientated management and tracking, will be the backbone skill for the work undertaken. This role will often juggle multiple projects and be able to work independently, attend meetings and report often.

- Education sector experience, or equivalent, is required.
 - Including both formal or informal settings
- Proven project management skills.
- Experience managing and setting budgets.

- Experience of working with, and developing, curriculum and frameworks.
- Excited by working with a social enterprise and in the social business sector.
- Professional understanding of health & safety, risk assessment and DBS compliance.
- Strong administrative skills, with the ability to manage and deliver multiple tasks and projects.
- Strong communication skills including delivering presentations and leading sessions.
- Strong relationship building and stakeholder management skills.
- Comfortable *selling* classes and education products, opportunities and recruiting participants.
- Passionate about working with people, in particular in the creative sector.
- Can work alone, without direction, but also as part of the wider team.
- Proactive and able to communicate effectively and often with written reports, updates and other paperwork.
- Proficient in Google Drive programmes such as Docs and Sheets.
- Experience reporting on management aims and objectives.
- Experience using project management tools is desired, such as Asana.
- Comfortable addressing groups of people.
- Comfortable working with adults, young people and people with additional needs.
- Comfortable managing people, staff, volunteers, suppliers, practitioners, etc

Key Responsibilities

Overall this role is about managing and delivering all aspects of the Make CIC classes, education and skills programmes.

1. Ensuring the smooth running, development and growth of the classes programme.
2. Ensure the smooth running, compliance and delivery of education programmes.
3. Manage practitioners, volunteers and partners.
4. Manage and deliver education projects.
5. Develop programmes and opportunities.
6. Engage in business development for growing classes, education and projects.
7. Work with the team to source funding and opportunities for growing the education offer.
8. Work with the team to develop new classes and education products.
9. Collect and manage all data around classes and education.
10. Maintain files and paperwork required as part of programmes of work.
11. Develop new classes ideas, respond to trends, demands and feedback, keep the programmes fresh and exciting.
12. Setting up and taking down sessions hosted at the hubs.
13. Undertaking additional duties as required to support the team.
14. Providing high quality efficient management , administrative and communication services in support of the smooth and effective running of programs, classes and workshops, working independently and under own initiative, maintaining high professional standards at all times.
15. Acting as an ambassador for the organisation, contributing to the effectiveness of meetings with members of our team, and members of neighboring organisations, the sharing of knowledge and experience and the development of Make CIC and its profile.
16. Managing all education aspects within Make CIC, creating schedules and keeping detailed records and notes, and developing project strategies to deliver a range of classes, activities and workshops, as well as assisting the team in the organisation of related events.

17. Establishing and administering databases to ensure accurate information is available to the whole team, as well as keeping all members of the team up-to-date with current information around education.
18. Supporting Make CIC's community objectives through engagement in networking, events and current affairs.
19. Actively pursuing, building and managing relationships with partners and organisations in collaboration with the Executive Team, as well as arranging meetings with potential clients.
20. Participating proactively in all staff and team meetings as required and feeding back information and updates to all other members of the team to ensure optimal strategy and maximum efficiency.
21. Developing and maintaining a customer relationship management (CRM) tool to improve sales and retention of users for the classes and workshops and producing regular updates for team and senior managers using CRM data.
22. Developing and attaining KPIs for classes and workshops in line with financial targets.
23. Undertaking impact measurement, assessment and evaluation of all projects, including collecting feedback from stakeholders, accurate use of Customer Relationship Management and formal report writing (including annual and periodic reports)
24. Producing ad hoc and regular reports and presentations as required, ensuring that monitoring and evaluation deadlines both internal and external are met.
25. Communicating proactively, effectively and regularly with all residents, individuals and organisations taking part in projects.
26. Communicating efficiently and effectively with internal and external contacts; liaising with project funders, participants, workers and other significant people building, maintaining good relationships so that all issues are handled promptly and effectively.
27. Administrative duties including photocopying, minute taking when required and other administration tasks, as well as data input including web development, monitor project progress, budget, hours, etc.
28. Undertaking additional duties as required to support the team, working to achieve individual and team outcomes, supporting other members of the team with their projects when necessary.
29. Representing Make's values of inclusivity, fairness, feminism and environmentalism.