



FASHION RETAIL ACADEMY

Job Description and Person Specification

Title:	Apprenticeship Programme Lead
Level:	Manager
Accountable to:	Head of Curriculum
Key relationships:	Business Development and Commercial Programmes Manager
Hours:	37 hours per week
Salary:	Circa £35,000 per annum depending on experience plus benefits

About the Academy:

The Fashion Retail Academy (FRA), founded in 2005, is the UK's leading vocational FE College specialising in fashion and retail education. We have charity status and make it our mission to inspire and develop talent for a specialist career in fashion retail. The FRA is the only college in London, and third nationwide, to be awarded an Ofsted Outstanding under the current inspection framework.

Having been successful in developing an innovative Apprenticeship offer and partnering with a number of high profile national retailers, we are looking for someone to ensure the quality of our Apprenticeship programmes remains best-in-class.

Purpose of the role

The successful candidate will join the FRA Curriculum team and work intimately with the Business department, who manages the FRA's Apprenticeship provision.

The postholder will take personal responsibility for the operational management of a growing portfolio of Apprenticeships programmes, ensuring they are delivered to an exceptional standard. This will be achieved through planning, resourcing and continually monitoring and enhancing the quality of delivery through their curriculum team and with wider FRA support functions.

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www.fashionretailacademy.ac.uk | **T:** 0300 247 4000 | **T:** +44 20 7307 2345 | **E:** info@fra.ac.uk

Fashion Retail Academy, 15 Gresse Street, London W1T 1QL

Registration No. 05507547 Charity No. 1119540



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The ideal candidate will have an understanding of what constitutes an exceptional training programme in a contemporary retail setting. They are likely to have an educational/training/learning & development background and an understanding of Apprenticeships.

They will also be able to balance the operational requirements of Ofsted and other external assessment bodies, maintaining the FRA's record of exceptional practice while driving continual improvement.

Key responsibilities

Manage the delivery team to ensure high quality, relevant, timely and compliant programmes that are delivered to budget.

1. Management

- **Programme management.** Oversee the day-to-day delivery of all Apprenticeship Programmes through troubleshooting operational issues, coordinating external delivery, arranging cover, signing off timesheets, checking registers, etc.
- **Line management of Apprenticeship Programme Managers.** Manage Apprenticeship Programme Managers in line with FRA policies, procedures and values, creating an open and reflective environment. Provide oversight of their work, driving quality and employer responsiveness through support and constructive critique. Source development opportunities to enrich their work and improve delivery standards.

2. Resourcing

- **Planning.** Plan in detail the operationalisation of Apprenticeship programmes on engagement with employers. Work continually with the Business team to ensure commitments to employers are discharged and exceeded. Proactively source solutions around planning constraints and proactively look for ways to build operational and financial efficiencies into resource planning.
- **Timetabling.** Work with the Business team and key colleagues to ensure programmes are planned in line with corporate guidance, resource capabilities and retailer requirements. Support sourcing of solutions to timetabling constraints.
- **Recruitment of delivery team.** Coordinate and participate in the sourcing, vetting and recruitment of the Apprenticeship programme delivery team at all levels. Work proactively to identify talent for current and prospective elements of delivery, including national programme. Ensure teams are a suitable brand-fit for each retail partner.

3. Quality assurance and enhancement

- **Monitoring and assessment of programme quality.** Continually monitor programme delivery to proactively identify quality enhancements, including but not limited to informal learning 'walks', routine audits and portfolio sampling. Develop awareness of

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developments in key external quality process, e.g. Ofsted pilot inspections and bring findings to FRA practice.

- **Observations.** Organise and personally conduct regular observations of teaching on the Apprenticeship programme, ensuring constructive feedback is given in a timely manner.
- **Internal reporting.** Collate information from multiple sources to create reports for board, annual self-assessment reports, internal monitoring and a range of other requirements. Ensure delivery teams are using core management information and learning management systems effectively.
- **Drive programme quality enhancements.** Identify and embed quality enhancements. Ensure best practice from Apprenticeship programmes and the FRA's wider delivery teams is cascaded and used to inform quality enhancements.

4. Innovation

- **Development of new programmes.** Work with the Business team to develop new fit-for purpose Apprenticeship programmes in line with industry requirements and quality standards. Areas of support could include developing briefs, commissioning work, reviewing progress, and quality sign off.
- **National delivery.** Support the Business team in the development of new and innovative delivery models, including remote, online and virtual learning, to service national Apprenticeship cohorts across a range of programmes.

5. Other

- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the Academy.
- To be committed to your own development through effective use of the Academy's performance review scheme and staff development processes.
- To support the delivery of the Academy's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the Academy's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in keeping students secure in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.

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- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the processing and management of all personal data.

Person Specification		
	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • A comprehensive understanding of effective quality training and development • An understanding of Ofsted regulations • Understanding of the further education sector and Apprenticeships 	<ul style="list-style-type: none"> • Understanding of contemporary retail and pressures on industry
Skills	<ul style="list-style-type: none"> • Ability to compile written and data-driven reports • An ability to use and create spreadsheets is essential • Ability to work effectively with colleagues and external organisations • Ability to communicate effectively, both orally and in writing • Ability to work methodically and systematically and structure the work of others • To be fully literate in IT office-based software packages 	<ul style="list-style-type: none"> • Experience of managing budgets
Experience and Qualifications	<ul style="list-style-type: none"> • Prior experience in Education, training and/or Learning and Development function • Experience of delivering high quality teaching and training in a workplace or classroom environment • Degree or equivalent, or significant practical work experience in a similar role • [significant/considerable/extensive]Line management experience • Experience of developing and managing quality assurance frameworks • Experience in self-initiating project work • Experience working with Ofsted 	<ul style="list-style-type: none"> • Interest in personal development • Experience of working in the retail sector

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Attributes/ Personal Characteristics	<ul style="list-style-type: none"> • A professional demeanour, including the ability to give and receive criticism positively • A flexible and proactive approach to problem solving • A committed team player and possessing a 'can do' approach and a willingness collaborate and cover for other team members as required • Ability to motivate others • Self-starter with ability to use own initiative. • Ability to prioritise workload and plan appropriately to meet deadlines. • Ability to develop and maintain sound working relations with all key Academy stakeholders. • Commitment to promoting equal opportunities and diversity. 	
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Living and practicing the Fashion retail Academy's values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating of the areas of activity and may be amended from time to time in the light of the changing needs of the organisation.

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