

Job description – General Manager (England)

Job Description		
Business Title: General Manager (England)	Department or Business Unit: Operations	Supervisory Responsibilities /Direct Reports:
Reports to (list Day to Day Manager): UK Operations Director	Full Time / Part Time: Full Time	Job Description Number: JD093
Purpose / Summary:	<p>Reporting to the Operations Director, playing a key role within the senior management team, the General Manager will have overarching responsibility for the England based training centres ensuring Relyon deliver high quality training & consultancy solutions for to its clients.</p> <p>The main aim of the role is to deliver consistently high-quality outcomes for Relyon ensuring that the centres perform effectively and efficiently through the robust planning of courses, the efficient utilisation and development of employed and contract trainers to deliver fee-earning activity and to work collaboratively with Business Development to be responsive to our Customer’ demands.</p> <p>The delivery of market leading, innovative and quality focused courses, ensuring that optimum levels of productivity are achieved.</p> <p>The post-holder will possess the leadership skills to make bold recommendations for the betterment of the business.</p>	
Key Responsibilities:	<ul style="list-style-type: none"> Managing the day-to-day operations and performance across training delivery, admin, planning and maintenance of the Northern Region Training Centres (York, Teesside & Liverpool) to ensure the delivery provision of products and services to achieve the annual business plan, budget and contributing to the ongoing strategic plan for Relyon Supporting the operational strategy of the business for products and services, training locations and employee capability Delivery of profitability against budgeted margins for all centres within the region and the production of timely and accurate forecasts and Management Information (MI) for Relyon’s Operations Director and Managing Director. Managing workforce planning and forecasting to ensure it is efficient, appropriate and within budget constraints. 	

	<p>Manage, report & Improve the overall effectiveness and efficiency of all trainers and contractors.</p> <ul style="list-style-type: none"> • Maximise utilisation of internal and external resources, through continuously reviewing workload, manpower and costs to ensure training is delivered effectively in a timely manner. • Driving a high performance culture through reward and recognition and managing poor performance, conduct and attendance in line with company policy and UK employment law • Ensuring the provision of support to Relyon’s Customer Service and Business Development teams to win new business and maintain/grow existing relationships • Demonstrating that Relyon’s core training services meet the requirements of internal and external stakeholders including Directors, customers and awarding bodies. (GWO, OPITO, ECITB, ESFA and Ofsted) • Manage and participate in internal audits as QA schedule dictates and external audits from awarding bodies and clients as necessary. • Ensuring the continued review and development of relevant product portfolios. Support product development processes; aiding the design, development and implementation of new courses as well as rolling out updated procedures where necessary. • Ensure and verify that on-going Continuous Professional Development and training requirements for staff are met and are planned accordingly to minimise disruption to the business • Accountable for all HSEQ matters within the Northern Region Centres, familiar with and adheres to the Health and Safety Policy and Procedures and maintains an up-to-date knowledge of current health & safety legislation and industry knowledge. • Manage competency assessments processes to ensure verification of competence of the instructional team in order to satisfy both their individual role development as well as awarding body’s requirements. • Working with Operational and Maintenance teams to review and implement new procedures where necessary, to close out accidents and incidents as required. • Ad-hoc projects as per requirements of the business.
<p>Key Competencies:</p>	<p>Competencies To perform the job successfully, an individual should demonstrate the following competencies:</p> <p>Customer Service <i>Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.</i></p>

Oral Communication

Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication

Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork

Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Cost Consciousness

Contributes to profits and revenue.

Diversity

Promotes a harassment-free environment.

Ethics

Treats people with respect; Works with integrity and ethically; Upholds organizational values.

Organizational Support

Follows policies and procedures; Completes administrative tasks correctly and on time.

Judgement

Exhibits sound and accurate judgment.

Planning/Organizing

Prioritizes and plans work activities; Uses time efficiently.

Professionalism

Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

Safety and Security

Observes safety and security procedures; Reports potentially unsafe conditions.

Attendance/Punctuality

Is consistently at work and on time.

Dependability

Follows instructions, responds to management direction; Takes responsibility for own actions.

Innovation

- *Displays original thinking and creativity; Generates suggestions for improving work.*

Employee Signature (Name, Title, Date):	Approved by (Name, Title, Date):
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