

**TEAM MEMBER ROLE PROFILE – April 2014**

Title Reports to Level	Technician Head of Academy NT3	Business: Harlow College Location: Harlow, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p><b>Context</b></p> <p><b>1. Success</b> To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p><b>2. Culture</b> To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> <li>• Students at the heart</li> <li>• Work hard, work together</li> <li>• Be you best, Be your Future</li> <li>• Always be Innovative and Enterprising</li> </ul> <p><b>3. People</b> Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p><b>Purpose and Dimensions</b></p> <p><b>1. Job Purpose</b> Participate in the day to day activities of the delivery team, supporting the delivery of learning programmes.</p> <p><b>2. Function's Strategy</b> Contribute to the function's strategy which is part of the Teaching and Learning Strategy</p> <p>Part of a team responsible for the delivery of the College's teaching and learning strategy and 3 year strategic plan</p> <p>Key Partners/Relationships: Students College Staff Suppliers/External Agencies</p>	<p><b>Core Areas of Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Supervise students and work placements trainees</li> <li>2. Assist in the preparation and use of learning materials and equipment</li> <li>3. Order and receive material and equipment in accordance with College procedures.</li> <li>4. Monitor and maintain stock levels , re-ordering when necessary including maintaining an asset/ inventory register</li> <li>5. Ensure that the working environment is clean, safe and meets health and safety standards and requirements</li> <li>6. Oversee the issue, return and disposal of materials and equipment is in accordance with College procedures</li> <li>7. Maintain good working relationships with College staff and students</li> <li>8. Offer a student or customer focused approach to work, being proactive offering assistance.</li> <li>9. Attend and participate in meetings as and when required.</li> </ol> <p><b>Critical Success Factors</b></p> <ol style="list-style-type: none"> <li>1. Provide effective support of Learning Programmes measured by: <ul style="list-style-type: none"> <li>➢ Numbers of Learners achieving their Learner Plan</li> <li>➢ Number of Learners retained on programmes</li> </ul> </li> <li>2. Build effective working relationships with Learners and other delivery staff.</li> <li>3. Feedback from learners on their learning experience.</li> </ol>	<p><b>Organisational Capabilities</b></p> <ol style="list-style-type: none"> <li>1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration</li> <li>2. Achieves maximum benefit from limited resources</li> <li>3. Quickly adapts to change and sees it as an organisational 'norm'</li> </ol> <p><b>Be the Expert</b> (technical knowledge, qualifications, experience, occupational competence &amp; requirements, etc)</p> <ol style="list-style-type: none"> <li>1. NVQ Level 3 or equivalent , qualification (or be willing to attain within an agreed timeframe)</li> <li>2. Proven experience of working within the technician's role.</li> <li>3. Knowledge of Health and Safety Regulations.</li> <li>4. An understanding of competence-based training and assessment activities (preferred)</li> <li>5. Demonstrate effective interpersonal skills and a flexible approach to work.</li> <li>6. Ability to adapt to change and work effectively under pressure</li> <li>7. Have proven experience of working as part of an effective team, able to build &amp; sustain effective working relationships.</li> <li>8. An understanding of safeguarding and equality requirements and their implementation in a FE College</li> </ol>	<p><b>Competencies</b> (core for all HC team members)</p> <p><b>1. Learning Orientated</b></p> <ul style="list-style-type: none"> <li>➢ An active participant in the College's Performance Development process (company appraisal scheme)</li> <li>➢ Seeks feedback on their own performance from a variety of sources</li> <li>➢ Shares learning with others</li> <li>➢ Engages in development activities and achieves tangible progression</li> <li>➢ Reviews activities/projects and identifies what worked well and what could be improved</li> </ul> <p><b>2. Results Focused</b></p> <ul style="list-style-type: none"> <li>➢ Restless bias to achieve exceptional standards and deliver success</li> <li>➢ Remains focused on the priorities and delivers them relentlessly despite issues that may arise</li> <li>➢ Resolves issues that affect targets being met</li> </ul> <p><b>3. Quality Minded</b></p> <ul style="list-style-type: none"> <li>➢ Is fully engaged with the College's Quality Improvement cycle</li> <li>➢ Is rigorous in analysis including self assessment</li> <li>➢ Notices quality performance in others and offers feedback accordingly</li> <li>➢ Recognises that high quality outputs require high quality inputs and operates accordingly</li> </ul> <p><b>Role Competencies</b> (specific to role)</p> <p><b>4. Customer Focus</b></p> <ul style="list-style-type: none"> <li>➢ Actively seeks students views on what they want from the service provided</li> <li>➢ Uses student feedback to continuously improve the student experience</li> </ul> <p><b>5. Communication with impact</b></p> <ul style="list-style-type: none"> <li>➢ Communicates effectively both written and oral</li> <li>➢ Adapts style of communication to suit the audience and achieve maximum learning</li> </ul>