

Job Description

Job Title

Skills Hub Manager - Chelmsford College Skills Hub

Department

BSU

Reports To

Head of Apprenticeships and Adult Skills

Location

Chelmsford College Skills Hub

Job Purpose

The Skills Hub Manager will be responsible for the day-to-day operation of the Chelmsford College Skills Hub, ensuring that the hub provides a welcoming, safe, organised and professional environment for learners, staff, employers and visitors.

Reporting the Head of Apprenticeships and Adult Skills, the postholder will act as the central point of coordination for the Skills Hub, overseeing administration, learner support, facilities management and operational processes to ensure the successful delivery of SWAPs, Skills Bootcamps, Adult Skills Fund provision and other adult learning programmes.

The role requires an individual with exceptional organisational and communication skills who can build positive relationships, support learners with empathy and professionalism, and confidently manage challenging situations when they arise.

Key Responsibilities

Centre Operations

- Manage the day-to-day operation of the Skills Hub.
- Ensure the centre is safe, welcoming, professional and fully operational at all times.
- Act as the first point of contact for learners, visitors, employers and staff.
- Coordinate room bookings, timetabling and centre usage.
- Maintain effective communication with curriculum teams and central college services.
- Monitor facilities and report maintenance issues promptly.
- Liaise with contractors, landlords and service providers as required.
- Support the implementation of centre policies and procedures.

Programme Administration

- Coordinate administration for Skills Bootcamps, SWAPs and Adult Skills Fund provision.
- Liaise with the Client Services Team, to support enrolment of learners
- Manage registration, attendance and learner documentation processes.
- Maintain accurate records and data in accordance with funding and compliance requirements.
- Support learner onboarding and induction activities.
- Working with the Client Services Team, coordinate learner communications before, during and after programmes.
- Support the preparation of reports, returns and funding documentation.
- Work closely with curriculum teams to ensure programmes run smoothly and efficiently.

Learner Experience and Welfare

- Create a positive and inclusive environment where adult learners feel welcomed, respected and supported.
- Provide information, guidance and signposting to appropriate support services.
- Identify welfare concerns and escalate appropriately in line with safeguarding procedures.
- Support learners who may face barriers to participation, including confidence, wellbeing or personal challenges.
- Promote learner engagement, attendance and retention.

Health, Safety and Safeguarding

- Act as a designated First Aider for the Skills Hub.
- Support the implementation of health and safety procedures.
- Assist with risk assessments, incident reporting and emergency procedures.
- Ensure safeguarding and Prevent requirements are embedded within centre operations.
- Maintain awareness of learner welfare and wellbeing requirements.
- Support the creation of a safe learning environment for all users of the centre.

Stakeholder Engagement

- Build positive relationships with learners, employers, partners and visitors.
- Support employer engagement events, recruitment activities and community outreach initiatives.
- Represent the Skills Hub in a professional and positive manner.

- Work collaboratively with colleagues across the college to achieve shared objectives.

Conflict Resolution and Behaviour Management

- Manage concerns, complaints and difficult situations calmly and professionally.
- Use effective de-escalation techniques to resolve issues and maintain a positive environment.
- Support learners and staff in addressing conflicts constructively.
- Escalate serious concerns in accordance with college policies and procedures.

