

- Job title:** Area Manager/ Regional Manager
- Reporting to:** Team Leaders and Area/County Managers report to Regional Manager
Regional Managers report to Operations Director
- Responsible for:** In the case of Regional Managers, responsible for Area Managers and/or Team Leaders, in the case of Area Managers, responsible for assessors and potentially team leaders
- Purpose of Role** To support the business growth activity within a specific area, in order to meet agreed targets and budget contributions
To engage with all relevant stakeholders' and to effectively manage and deploy team members to meet financial, administrative and quality targets and objectives

Principal Duties

- Role of Regional Manager will require the management of Area Managers and/or Team Leaders to ensure that the areas fulfil the objectives and targets of their Regional Business plan
- Role of the Area Manager will require the Management of Team Leaders and/or assessors to ensure that an area fulfils the agreed targets and objectives for a specific area

Employer Engagement and Business Development

- To develop and implement a marketing strategy and plan to retain and develop existing business and develop new business contacts across the sub-sectors of Hospitality
- To co-ordinate sales activities and support team members in this function: support to include sales training and direct coaching on sales visits
- To undertake employer presentations and/or support team members in this activity
- To liaise with Frontline and any external agencies (brokers) to ensure all leads are followed and acted upon within the time frames allocated by each organisation.
- To conduct monthly sampling of employers via employer questionnaires and employer visits and report findings to the team and present results to Regional Manager and or Operations Director
- To liaise with Development Director, where more detailed market research or industry data is required
- To lead on employer contracts if requested by company and to co-ordinate activities for that employer/organisation across the company
- To actively network with relevant agencies and stakeholders, where it is beneficial for HIT to be promoted. Active networking to include participation in forums, consultations groups and partnership working where desirable for HIT to work on collaborative projects
- To provide Directors with information and reports as requested, to include period end reports and financial data
- To undertake meetings and prepare information for funding agencies as required and to attend meetings/workshops organised currently by the LSC
- To attend meetings on behalf of the company, where requested
- To support the induction or development of colleagues from other areas, where requested by the Operations or Development Director
- To ensure team champions, fulfil their roles of advising colleagues of requirements/initiatives' and activities as appropriate
- To lead on subject areas that will benefit the whole company, where requested by the company Directors

Staff Management and Training

- To develop with immediate reports a business plan and budget that is approved by the HIT Board and is acceptable to the funding source
- To co-ordinate a team of Area Managers/ Team Leaders and or/ assessors, ensuring they reach all their agreed targets for new starts and completions of programme participants'.
- To devise and implement a recruitment and retention strategy that is congruent with HIT's policies, procedures and Business aims

- To co-ordinate and oversee the effective induction of all new recruits, to include the implementation of an agreed CPD plan and liaison with Development team to ensure Assessor Academy attendance and necessary development activities
- To performance manage and regularly review all direct reports and to ensure that all staff within team are reviewed and provided the necessary support to deliver their targets
- To identify and deal with non-performance in line with HIT's policies and procedures and to liaise with HR consultant where required
- Carry out disciplinary and grievance activities when needed liaising at all times with the appropriate people
- To assist/ or carry out regular standardization activities with the assistance of the Lead IV or IV qualified personnel within the team
- To facilitate professional development activity with all team members, to include the full utilisation of internal and external development activities and to maintain a development plan and to notify the Development Director of principal Development activities so the company plan can be maintained and updated

Quality Assurance Management

- Liaising with the external verifiers from City & Guilds, Performance manager and Internal lead IV for verifications and EV visits
- To support verification activities within team (*note at Regional level and even at Area level in some cases it might be inappropriate for the Manager to undertake verification and this function will be delegated*)
- To support an Ofsted inspection
- To host team meetings on a regular basis and update all team to include admin staff on policy and or procedural changes.
- To work closely with the administration team on all data entry to ensure all LSC paperwork is correct and in line with funding and awarding body requirements.
- To carry out random sampling of learner soft files to ensure compliance with LSC funding guidance and to co-ordinate and organise the team for any external audit and inspection, taking responsibility for any resulting actions and closing out of action points