



Mathematics
Mastery

Training Operations Manager

Application Pack

Deadline: 16 March 2018
(midday)

Our vision:

For every child to enjoy and succeed in mathematics, regardless of background.

Our mission:

To transform mathematics education in the UK. We work in partnership to empower and equip schools to deliver world-class mathematics teaching.

Our values:

Partnership: We collaborate – across our teams and with our schools – to learn from each other, increase our effectiveness and make the greatest collective difference.

Excellence: We strive to be the best in our field and are committed to producing high quality, evidence-based work.

Compassion: We care about one another, are mindful of wellbeing and show empathy. We encourage a positive and energetic working environment.

Growth-mindset: We are dynamic and focus on progress and continual improvement. We strongly believe in achievement for all.

Innovation: Our work is transformative and pioneering. We establish and promote new ideas; challenging the status-quo in order to bring about lasting change.

Purpose: We are dedicated to making a positive difference in mathematics education. We are passionate about mathematics and the role of teachers, and we have unity of purpose.

Dear candidate,

We are delighted you are interested in the role of **Training Operations Manager**.

Mathematics Mastery is a non-profit organisation, dedicated to transforming mathematics education in the UK. Based on international evidence and practice, our school improvement programme aims to enhance pupils' understanding, enjoyment, resilience and attainment in mathematics.

Mathematics Mastery was originally established as an Ark UK Programme in 2011 and has grown steadily over the last seven years. We now work with over 4,500 teachers from 475 schools, and nearly 140,000 pupils are taught maths lessons designed and developed by us.

The Training Operations Manager will play a crucial role in providing high quality management of our training programme, working as part of a small team. Responsibilities will include the project management of the Mathematics Mastery training programme, as well as delivery through the effective management of venues, delegates and our online booking system. You will also be responsible for the co-ordination of resources, materials and reporting.

This role will suit someone with strong attention to detail who thrives on being highly organised, and has the ability to manage complex scheduling and competing priorities. The role holder will take professional pride in providing the highest quality service and be willing to take personal accountability for the delivery of goals.

The ideal candidate for this role will come from a logistics training/events background and have the ability to plan and deliver a training programme across a wide geographical area.

A personal interest in maths isn't essential but an understanding and appreciation of its educational importance is. You will be passionate about driving change, supporting teachers and improving the life chances of young people.

To apply for this role, please submit your CV and covering letter referencing 'Training Operations Manager', to recruitment@mathematicsmastery.org, by **12.00pm on 16 March 2018**. Successful applicants will be invited to interview the week commencing 19 March 2018. Please tell us in your application if you foresee any problems with the interview date.

We look forward to hearing from you.

Yours sincerely,

Makeda Alleyne
Head of Operations

Job Description: Training Operations Manager

Reports to: Head of Operations

Salary: £30,000 - £35,000

Start date: April/May 2018

Contract: Permanent, 37.5 hours per week

Location: Borough, London

Scope of job

We deliver a programme of high quality training events for teachers and leaders of our partner schools to drive long term change. Our training portfolio consists of approximately 75 events a year, for 2,500 delegates in London and numerous regional locations.

The role involves effective project management of our training as well as the management of venues, delegates, resources/materials and the online booking system. You will identify and drive through improvements to training processes and systems in order to enhance organisational performance and the training experience.

You will be responsible for ensuring that the operational aspects of all our events are successful, cost effective and delivered to a high standard.

The Training Operations Manager will be a key member of the Operations Team and will also work closely with members of the Education team who play a critical role in the content development of our training programme.

Key Responsibilities

Project Management

- Implement a training plan which aligns with recruitment plans and geographic distribution of schools.
- Create comprehensive event project timelines that can be shared with the wider team to ensure that relevant parties are informed of key deadlines.
- Support the forecasting of the annual training programme by working closely with key stakeholders to understand training needs, capacity and budgetary factors.
- Drive process improvements and efficiencies in the delivery of our training programme.
- Create a relevant reporting model and conduct ongoing reporting.

Venue Management

- Source and contract venues across the UK that are suitable and within budget.
- Manage venues including site visits, communicating expected numbers, room set up, catering and AV requirements.
- Record and track venue costs against budget.

Delegate Management

- Co-ordinate all delegate communication about training, including joining instructions, relevant reminders and post-event communication.
- Monitor bookings to ensure schools are booked onto the correct events.
- Track and report on registrations and attendance at each session
- Oversee the feedback collation process including producing feedback reports.
- Act as the main point of contact internally and externally for training queries.

Booking System

- Ensure the booking system is updated with the details of all training events.
- Work with the Product Analyst on booking system requirements and driving improvements to ensure a smooth booking process.
- Offer support to schools and teachers using the system.

Training Materials

- Work with the Education team to ensure materials and resources are fit for purpose and ready by deadlines.
- Oversee the production of training materials and collation of delegate packs and handouts.
- Co-ordinate the couriering of training materials to venues.
- Source and purchase Mathematics Mastery branded materials.

General

- Identify and carry out any other duties which fall within the scope, spirit and purpose of the post as requested.

Person Specification

Attributes

- Enthusiastic with a commitment to excellence and professionalism.
- Positive and can-do attitude, with a desire to improve the status quo.
- Demonstrates resilience when working under pressure.
- Thrives in problem-solving, spotting challenges before they arise and proactively finding solutions.
- Ability to probe, challenge and question appropriately and strive for continual improvement.
- A self-starter with the ability to take ownership and personal accountability for the delivery of work.
- Collaborative working style and strong team player.
- Personal values are aligned with those of Mathematics Mastery.

Experience, knowledge and skills

- Experience of managing the operations and logistics of training events.
- Experience of creating project timelines and managing delivery.
- Experience of venue management and contracting.
- Experience of managing and coordinating delegates.
- Experience of building good relationships with customers, contacts, suppliers and or across teams.
- Excellent organisational skills and attention to detail.
- Clear and effective written and oral communication skills.
- Evidence of strong reasoning skills.
- Proven ability to prioritise effectively and manage competing priorities.
- Strong IT skills, with specific skill in using Microsoft office applications, particularly Excel.

Qualifications

- Right to work in the UK.

Training and professional development

We are committed to the professional development of all members of the Mathematics Mastery team. As Mathematics Mastery is part of the Ark family, staff also benefit from the Ark training and professional development programmes. We also encourage staff at all stages of their career to take advantage of opportunities across the network.

Other staff benefits

Alongside our continued focus on professional development, we also offer a variety of other benefits which help our employees plan their finances and look after their wellbeing.

- **Ark Rewards:** Employees can access a wide range of discounts and cashback from high street and online retailers.
- **SmartFit:** Save up to 40% at your local gym, available through Ark Rewards.
- **Workplace pension:** All new joiners will be assessed for auto-enrolment, and if eligible, Ark will make 11% employer contributions to a workplace pension.
- **Employee Assistance Programme (EAP):** A free and confidential advice service offering employees and their families access to a range of services including counselling, financial advice, and even childcare directories.
- **Free sight tests:** All employees are eligible for a free Specsavers sight test, and a discount on glasses if prescribed for work use.
- **Interest Free Loans:** We offer employees up to £5,000 in interest free loans for season ticket or bicycle purchases
- **Childcare Vouchers:** All employees are eligible for tax free childcare vouchers as part of a salary sacrifice scheme

Equality and diversity

Mathematics Mastery is committed to a policy of equal opportunity for all staff. We encourage a diverse workforce and aim to provide a working environment where all staff, at all levels, are valued and respected. Discrimination, bullying, promotion of negative stereotyping and harassment are not tolerated.

To that end, we will not discriminate on grounds of gender, gender identity, race, disability, sexual orientation, religion or belief, age, marriage and civil partnerships, pregnancy and maternity, caring responsibilities, part-time working, or any other factor irrelevant to a person's work.

Mathematics Mastery's HR procedures (for example, for recruitment and selection, staff appraisals and career progression) are based on an assessment of an individual's ability and their suitability for the work. We are committed to providing all staff with opportunities to maximise their skills and achieve their potential, offering flexible working arrangements wherever possible.

Safe recruitment procedure

We are committed to safeguarding and promoting the welfare of children and young people. In order to meet this responsibility, we follow a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below, but can be provided in more detail if requested.

Disclosure

We require all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment; this will depend upon the nature of the offence(s) and when they occurred.

Shortlisting and interview process

- A limited number of candidates who meet the specification criteria will be invited to take part in the interview process.
- Candidates will be asked to address any discrepancies, anomalies or gaps in their application.
- Only shortlisted candidates will be contacted.

Reference checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information.

Probation

All new staff will be subject to a probation period of three months (which may, in certain circumstances, be extended by up to 8 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides us with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with young people.