



## Role Specification

<b>Post:</b>	<b>Assistant Manager -- Flexible Learning</b>
<b>Grade:</b>	7
<b>Unit:</b>	Enterprise, Employees and Skills
<b>Reporting to:</b>	Manager, Flexible Learning, SOLAS
<b>Location:</b>	Block 1, Castleforbes House, Castleforbes Road, Dublin 1
<b>Reference:</b>	312

## The Role

SOLAS is recruiting an Assistant Manager to support continuous service improvement and drive technical excellence in the eCollege national platform and in technology enhanced learning (TEL) supports within further education and training.

## Key Responsibilities

- Ensuring that eCollege services incorporate best practice developments in online learning services
- Developing and improving quality assurance systems for eCollege and TEL
- Completion of large-scale procurement arrangements within tight timelines ensuring uninterrupted service to eCollege learners/stakeholders.
- Identification and development of procurement/ partnership arrangements to support extended services
- Management of relationships with outsourced contractors including tutoring support, monitoring and reporting services, certification partners and courseware suppliers
- Financial management including tracking, forecasting and reporting on expenditure.
- Research, data collection, reporting and information provision including PQ responses and audit queries regarding eCollege and TEL
- Promoting existing and expanded eCollege services to key stakeholders and the public
- Planning of activity and reporting through SOLAS processes

## **Education**

### **Minimum:**

- Third level or equivalent qualification.

### **Preferred:**

- Relevant post-graduate qualification in a related field.

## **Experience**

### **Minimum:**

- Strong experience of operational service delivery
- Digital education and training service management
- Supporting and coordinating services to learners
- Vendor and staff management for service delivery
- Financial, contract and project management
- Working with technical and multi-disciplinary teams to deliver services
- Proven ability to identify needs and effectively communicate service requirements to internal and external stakeholders
- Implementing monitoring and quality assurance processes against targets and/or KPIs
- Working to business plans aligned to organisational strategy.

### **Preferred:**

- Experience of the further education and training sector.