Job description

# Project Manager

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| **Overview** | AlphaPlus is an education service business specialising in standards, assessment and certification. We help our clients design, develop, deploy and evaluate qualifications and their underpinning assessments. Our work spans the public and private sectors, schools, colleges, vocational and professional learning and includes work across the UK’s four nations, and international projects.  Our work involves a significant amount of assessment trialling. Trialling is key to our assessment work, serving as a means of evaluating the effectiveness of tests prior to their roll-out. Participants may be whole schools, classes or individuals as specified by the project requirements.  The project manager will be a part of the service delivery team based in Manchester and will be line-managed by the trials co-ordinator. They will support project teams to ensure that trialling elements of projects are implemented to time, budget and quality. The role will be full-time, providing our customers with a consistent point of contact through normal office hours, and will be based in our Manchester office.  The postholder will work across a range of projects in an educational and vocational setting. This will include supporting large-scale trialling of new materials and the delivery of live assessments in schools. |
| **Key purpose of the job** | * To co-ordinate, oversee and manage all activities relating to the administration of trials and pre-tests in schools and other educational settings |
| **Typical project responsibilities** | * Supporting large-scale trials of new assessment materials * Working in a customer-facing role, recruiting schools to participate in trials of new assessment materials and supporting them throughout the process * Liaising with schools and colleges to provide support across a range of contexts e.g. trialling new assessment materials, organising focus groups for staff and students * Acting as a key AlphaPlus contact with schools and other organisations * Timely development and distribution of pre-test materials/packs * Ensuring the quality control of pre-test materials * Maintaining AlphaPlus’ schools database * Co-ordinating sample size and construction activity * Supporting the appointment and training of pre-test administrators * Allocating pre-test administrators to schools * Co-ordinating the provision of support for pre-test administrators and schools during pre-tests * Supporting the appointment and training of markers and managing the marking process * Supporting the Disclosure and Barring Service (DBS) checking process * Co-ordinating data cleaning activities * (By exception) supporting a service desk as required providing IT and assessment support to schools accessing online assessment materials |
| **Typical Outputs** | * Process development and implementation * Delivering all key tasks to the required deadlines * Managing risks * Reporting on progress * Producing and checking data reports as required |
| **Key relationships** | |
| **Internal** | * Trials Coordinator * Trialling Team * Deputy Director of Services * Service desk Manager * Service desk team * AlphaPlus project teams |
| **External** | * Schools * Test administrators * Local authorities * Markers / Coders * Data entry technicians * Clients and potential clients as required * Stakeholders |
| **Resources for which the job holder is accountable** | |
| **People** | Managing requirements of internal and external clients (see previous section), but no line management responsibilities. |
| **Assets** | Data (e.g. schools database and retaining information in compliance with data protection guidelines) |
| **Budgets** | N/A |
| **Person specification** | |
| **Personal attributes** | **Essential**   * Self-motivated * Exceptional communication skills * Highly efficient administrative and organisational skills to be able to operate in a multi-project environment * Understanding of need to treat respondents’ data appropriately * A high standard of presentation and communication skills to operate effectively with customers and staff * Delivery of excellent customer service * Organisation, people management, teamworking, motivation, integrity, adaptability, persuasiveness, determination * Good numeracy skills * High level of attention to detail and accuracy * Proven ability to collect and analyse information, solve problems and make decisions * Ability to work well in a high-pressure environment * Ability to act as an ambassador for AlphaPlus in all dealings with external customers and contractors * Commitment to learning and investment in own professional development |
| Qualifications and Professional/ technical competencies | **Essential**   * Good GCSEs in maths and English * Good GCE A levels * University degree (Hons) * Demonstrably high standard of computer literacy especially Microsoft Office and database systems * Excellent proof-reader   **Desirable**  PGCE |
| Relevant experience | **Desirable/useful**   * Successful track record working in a role requiring extensive internal and/or external collaboration to achieve the desired outcomes * A teaching background and/or background in test development, management or co-ordination * Experience working in a customer-facing role * Developing and working with quality control processes |