

Role and person profile

Post title:	Associate Resource Manager	Location:	Guildford/Harrogate/Manchester
Division:	Qualifications and Markets	Department:	Product Fulfilment
Responsible to:	Head of Associate Resource Management	Responsible for:	No line management responsibility
Scale:	6	Manager	Core Competency L2
Post no:	3574, 3575, 3576, 3577, 3578		

Role Purpose

Manage relationships with senior associates including annual planning, performance measurement reviews and succession planning. To work across Qualifications and Markets in the identification and recruitment of associate resource to enable the delivery of specific business and customer needs.

Accountabilities

Role specific:

1. Coordinate and review the workload of senior associates across the different work that they are involved in, based on information from both Qualifications and Markets and the wider business.
2. Develop succession and development planning for associates in conjunction with the Assessment and Curriculum function to mitigate against single points of failure when individual associates cease to work for the business.
3. Analyse data from a variety of sources (including operational schedules and subject annual plans) to confirm that senior associates are meeting business requirements and, where potential problems are identified, liaise with those individuals and relevant departments to seek appropriate and timely solutions.
4. Manage the identification and recruitment of suitable resources to meet the needs of Qualifications and Markets and Operations, in conjunction with the Assessment and Curriculum and Assessment Production functions.
5. Ensure that associates involved in any Qualifications and Markets activity are accurately contracted in a timely manner and in accordance with AQA policies.
6. Plan and manage performance reviews of senior associates in line with AQA policy and processes and in conjunction with other areas of the business as required.
7. Ensure senior associates contribute appropriately to the review of performance of other associates in Qualifications and Markets and Operations as required, following the agreed performance review process.

General accountabilities:

1. To model leadership behaviours with confidence and to get the very best from direct reports and teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
2. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
3. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
4. To utilise the available range of digital tools for communication, content creation and information processing in order to work effectively and efficiently. To maintain digital skills to meet business need.

Person profile

Behaviours – holding the Customer at the heart of all we do <i>[the role holder will be able to demonstrate the mindset that drives the following behaviours]</i>	Assessment
Collaborative: works with others to achieve the organisation and team vision, contributing expertise and developing self and others to achieve excellence	A/I/P
Innovative: challenges self and others to create solutions and strives for improved ways of working	A/I/P
Empowered: understands individual part to play in achieving success; takes ownership and accepts accountability	A/I/P
Positive: takes a flexible, forward looking, solutions focused approach	A/I/P
Ambitious: consistently aiming high and delivering for our customers	A/I/P
Knowledge and Skills <i>[the role holder will be able to demonstrate the following role/subject specific knowledge and skills]</i>	
Good knowledge of AQA's operations, processes and products and the roles and responsibilities that associates have in delivering them	A
Demonstrate good relationship management skills with people with different levels of seniority and experience	A/I/P
Excellent customer service skills providing high quality support, advice and information	A/I/P
Empathetic but able to stick to policy so that associates feel supported but the system is not subverted	I/P
Well organised with good planning skills so that competing demands from a range of different sources can be met and business objectives achieved	A/I/P
Ability to see the big picture but also gives attention to detail	A/I/P
Ability to analyse situations and identify potential solutions, determine the best one and implement it	A/I/P
Ability to have difficult conversations with individuals about performance problems, behavioural issues and improving personal performance and attitude	A/I/P
Influencing and persuasion skills	I/P
Ability to deal with difficult situations - emotionally resilient and able to constructively engage with others, even in situations of extreme pressure	A/I/P

Core Competencies [the role holder will be able to demonstrate proficiency in the following core competencies to a level appropriate to the role – the three competency levels are defined in the Q&M competency framework]

Customer service	L2
Developing and managing self and others	L2
Leadership	L2
Planning and organising	L2
Change management	L2
Effective communication	L2
Problem solving	L2
Commercial focus	L1

Qualifications and Experience

[the role holder will have the following qualifications and experience required for the role, including any regulatory or compliance requirements]

Experience of managing relationships with third parties in a service context	A/I
Experience of managing human resources and getting the best from a team	A/I
Experience of working with a range of stakeholders	A/I

AQA's Behaviour Framework which is assessed through the selection/probation process

Assessment key (criteria to be assessed at the selection stage)

A – application (it is **essential** to provide evidence on application for shortlisting purposes)

I - interview

T – test (or work sample)

P – probation