Hamdan Yafai: Curriculum Vitae

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## **Personal Profile:**

I have over 20 years’ experience in managing projects within communities and with city-wide remits targeting Children and Young people and Adult Education, Community Cohesion and Training and Employability. I have a proven track record of achievement working alongside community and statutory agencies including schools, training providers, youth centres and third sector groups to deliver activities, services and interventions to disengaged individuals and communities. I have strived within my roles to improve the prospects of communities through targeted support with the aim of increasing education, employability and opportunity. I have strong interpersonal skills, communicating clearly and decisively and have experience of building professional relationships, influencing people to achieve results.

# **Education:**

* Educated to degree level, BA (Hons) Government (2:2) – Birmingham City University (1995 – 1998)
* Four A’ Level qualifications in Business, History, Politics and Law – Solihull College & South and City College (1991 – 1994)
* Eight GCSE’s Grade C and above inclusive of English and Maths
* HABC Level 3 in Assessing Competence in the Work Environment (QCF)
* BTEC Level 3 Award in Education and Training
* Higher Level Apprenticeship in Management and Leadership (Level 5)

**Professional Bodies:**

Member of the Chartered Management Institute

# **Work History:**

March 2018 – August 2019 (End of Contract) – Technique Learning Solutions Ltd – Apprenticeship Contracts Manager

* Lead the Apprenticeships programme, and any other related areas of policy, practice, research or promotion.
* Take a strategic lead on engaging employers defining direction and committing energies and expertise to achieving results.
* Negotiate then maintain working relationships with employers and manage contracts for the delivery of Apprenticeship Standards.
* Ensure compliance with government regulations and updates as reflected in Education and Skills Funding Agency (ESFA) Funding Rules and Ofsted Common Inspection Framework.
* Implement and ensure quality management systems at every stage of both strategic and operational development and delivery.
* Manage, access and oversee all apprenticeship Management and Financial Systems including:
  + Management Information Systems.
  + Electronic-portfolio system.
  + Dynamic Learning Functional Skills Training Platform.
  + Manage Apprenticeship Finance and Claims through the Apprenticeship Service Hub.
  + Update and maintain company menu of delivery on the Course Provider Portal.
  + Access LRS and EDRS government portals to ensure Learner and Employer Records are accurate and up to date.
* Manage all apprenticeship staff through one to one supervision and standardisation.
* Maintain professional development to ensure I’m up to date with latest developments and methods of Management and Assessment.

August 2015 – March 2018 – Freelance Tutor / Assessor Dean Youth Recruitment, Sutton Coldfield Training, Serco

Assessing in against the following Awarding Body Standards and Frameworks – ICQ, ILM, City and Guilds, Pearsons and ncfe

Sectors and levels include:

* Management Level 3 and Level 5
* Team Leading Level 2 and Level 3
* Business Administration Level 2 and Level 3
* Customer Service Level 3

Main duties include:

* To support learners on a monthly basis
* To complete learner progress reviews/ training and assessment plans to give a clear direction to learner’s progression in accordance with organisation requirements.
* To complete contact logs for submission of invoice meetings.
* To liaise with the Business Manager and Compliance Manager for each project to ascertain the funding provision.
* To provide equipment necessary to perform the task including personal laptop and mobile phone.
* To liaise with IQA’s for interim and summative verification at regular intervals,
* To ensure portfolio or/and e-portfolio evidence is matrixed and assessed in line with learner progress and duration of time on programme.
* Functional skill up to level 2 in Maths, English and ICT.

**(Competence gained in Business Admin and Customer Service.)**

2011 – 2018 – **Nebula Development and Consultancy / Nebula Consultancy Services Ltd** – Director

I created Nebula Development and Consultancy in March 2011 with the following aims and purpose:

* Completing bid and funding applications for a variety of Young People led and Adult Social Care organisations.
* Develop employment, training and apprenticeship opportunities
* Project Management and delivery.
* Conducting research and feasibility studies.
* Conducting evaluation and monitoring.
* Developing strategies to build capacity, direct funding and focus delivery.
* Networking and partnership arrangement.

Achievements to date include:

* Development and growth of apprenticeship programmes including compliance to Ofsted and ESFA needs as well as:
  + Legislative requirements such as PREVENT, Health and Safety and Safeguarding.
  + Policy Writing
  + Quality Assurance
* **Secured over £1.5million** of funding to local community groups, schools and academies, through, The Big Lottery, ESF, Comic Relief, Children in Need as well as various charitable trusts.
* Produced business and strategic plans for clients like Birmingham City Football Club and All Saints Youth Centre amongst other community and commercial organisations.
* Successfully managed and delivered the Advance Programme for **Enter Key Training.** The programme targeted and engaged with over 350 NEET young people providing them employment (including apprenticeships) training and educational opportunities between September 2012 and December 2014.
* Set up the framework and structure for the delivery of 24+ Apprenticeships at **Pathways Training**
* Worked alongside **Rewards Training** (based in Crawly) to set up an apprenticeship programme in Birmingham.

**(Competence gained in Management, HR and Customer Service.)**

2003 – 2011 – **Birmingham City Council** – Strategic Lead on Positive Activities for Young People (PAYP.)

* Managed the strategic delivery and ongoing development of the Positive Activities for Young People successfully managing the PAYP budget of £3.1 million approving all financial spend throughout the year against contractual obligations and commitments specified with over 90 service delivery providers across the city.
* Managed and co-ordinated Adult Social Care activities for vulnerable adults
* Worked consistently with Heads of Service, Police, Voluntary Organisations to develop strategies to provide activities which addressed the complex needs of the local communities, vulnerable adults and young people to reduce;
  + NEET
  + Gang Affiliation
  + Mental and physical abuse.
  + Mental and physical illness and decline.
  + Anti-social behaviour and crime.
* Sat on senior management meetings across statutory and community sectors which influenced and shaped provision and services across Birmingham.
* Successfully led multi agency assessment panels when deciding the allocation of the PAYP and Adult Social Care budgets. I also sat on other commissioning panels when deciding the dissemination of other funding streams.
* Managed savings through efficiencies in procurement and contracts, allowing for the grant of £3.1million within a financial year to contribute towards the support other service areas within Integrated Youth Support Services.
* Developed strong effective working relationships with senior management to engage, negotiate and agree strategy and commissioning plan, demonstrating key understanding of set local and national agendas by reading and interpreting national key indicators and policies into local needs in Birmingham.
* Wrote the Birmingham’s PAYP Strategy/Commissioning Framework, Implementation Plan and 2010 – 11 Commissioning Prospectus, through engagement and meaningful dialogue with Head of Services and their operational managers and staff.
* Updating policies and procedures in line with latest legislative developments; such as child protection (safeguarding), health & safety and equalities.

**(Competence gained in Senior Management, HR, Team Leading, Business Administration and Customer Service.)**

1999 – 2003 – **Pertemps People Development Group** – Project Manager

Responsibilities:

* Developed and delivered employability workshops to long and short term unemployed clients.
* Managed the strategic and operational delivery of projects such as, New Deal, Gateway to Work and Action Team for Jobs.
* Managed a team of 16 administrative and delivery staff in order to meet set government target of getting individuals back into work. Achieved 1000 people into sustainable work over 12 months.
* The production of statistical and narrative reports to management and funders.
* Providing one to one professional support and supervision to staff as well as holding team meetings where ideas and challenges are shared.

**(Competence gained in Management, Team Leading, Business Administration and Customer Service.**

1998 – 1999 – **Job Centre Plus** – Administrative Assistant

Responsibilities:

* Update vacancies
* Fill and match vacancies with appropriate clients
* Work as part of a team sharing best practice and delivery
* Engage with employers to secure employment opportunities.

**(Competence gained in Business Administration and Customer Service.)**

**References upon request.**