

Job Description

Job title	Apprenticeship Operations, Compliance and Relationship Manager
School / department	Apprenticeships Team
Grade	Grade 7
Line manager	Director of Apprenticeships
Responsible for (direct reports)	4 x Apprenticeship Administrators
Date of creation or review	21/05/2023

Main purpose of the job

To ensure that UWL is fully compliant with all statutory and regulatory requirements for the delivery of apprenticeships and to ensure the funding claim is supported with all required evidence

Key areas of responsibility

The key areas of responsibility are:

1. Regular and effective liaison with key internal and external stakeholders to ensure all on-programme evidence of every individual apprentice's engagement, as required by regulatory bodies (ESFA/Ofsted), is fully implemented, and monitored. (Examples include but not limited to Off-The-Job Hours recording, attendance monitoring and progress reviews for every apprentice is uploaded and maintained in the university's apprenticeship management software Aptem)
2. Lead on the production, organisation, maintenance and compliance of all formal signed documentation contained within the Apprenticeship Evidence Pack for every apprentice.
3. To provide accurate and timely reports to the apprenticeship senior management team for all internal and external funding assurance audits and play a major role in audit readiness.
4. Liaise and provide expert knowledge to Schools and Colleges to ensure the proper preparation of action plans for excellent service delivery and to guarantee the institutional readiness of ESFA audit.
5. Attend and report to university-wide committees and boards along with the Director of Apprenticeship and deputise in their absence.

6. Work with the Head of Apprenticeship Funding and Data to ensure strict compliance with all matters related to institutional statutory data returns for the delivery of apprenticeship provision.
7. Line management of all Apprenticeship Administrators assigned to monitoring and compliance activity.
8. Maintain a compliance specification for apprenticeship provision, with due consideration to the role that systems play in collecting and processing required data.
9. Maintain up-to-date knowledge of funding compliance requirements and work with the Head of Apprenticeship Funding and Data to implement a schedule of regular internal audit checks.
10. Provide advice to colleagues regarding changes to the ESFA's Apprenticeship Funding Rules and communicate them widely.
11. Lead of the monitoring and reporting of apprentice attendance.
12. Ensure the compliance and progress of apprentices undertaking Functional Skills as part of the apprenticeship programme.
13. Ensure all changes to apprentice circumstances (i.e. redundancy, change of employer, etc.) are updated in the training plan.
14. Monitor apprentice engagement with the Personal Tutorial Programme.
15. Undertake a relationship management role, so that existing relationships with both internal and external stakeholders are maintained and grown to develop compliant apprenticeship provision.
16. Liaise with all student-facing professional services teams (Student Welfare, Academic Administration, etc.) where necessary.

In addition to the above areas of responsibility the post-holder maybe required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / background information

This role will be based in the Apprenticeship Office within the university and is primarily an on-site role. The key focus of this department is providing a high level of support to Schools and Colleges and other professional services in the university, as well as external partners such as employers and professional bodies related to apprenticeships.

Apprenticeships are one of the fastest growing areas in the University with more and more employers, both large and small, choosing UWL as their preferred Apprenticeships provider. The University has realistic ambition to grow its Apprenticeship revenue to greater than £10m by 2025.

Apprenticeships are currently offered in the following Schools and Colleges:

- Centre for the Enhancement of Learning and Teaching
- Claude Littner Business School
- College of Nursing, Midwifery and Healthcare
- London Geller College of Hospitality and Tourism
- School of Biomedical Sciences
- School of Computing and Engineering

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	GCSE English and Maths at grade C or above (or equivalent).	Essential	X	X	
	Educated to degree level or equivalent.	Essential	X	X	
	Post-graduate qualification.	Desirable	X	X	
Knowledge and experience	Knowledge and experience of the Apprenticeship Funding Rules.	Essential	X	X	
	Experience in ensuring funding compliance in relation to the delivery of apprenticeships.	Essential	X	X	
	Comprehensive understanding of ILR data.	Essential	X	X	
	Ability to provide effective line management to a team of administrators.	Essential	X	X	
	Experience of working in a Higher Education environment.	Desirable	X	X	
Specific skills to the job	Student Records Systems (Aptem, SITS, UNIT-e or similar).	Essential	X	X	
	PDSAT reporting.	Essential	X	X	
	Microsoft Excel, Word and Outlook.	Essential	X	X	
	Knowledge and understanding of data protection and GDPR.	Essential	X	X	
General skills	High levels of data accuracy.	Essential	X	X	
	Ability to work with large volumes of data.	Essential	X	X	
	Excellent communication skills, both oral and written.	Essential	X	X	
	Ability to work under pressure and meet deadlines.	Essential	X	X	
	Ability to learn quickly and adapt to change.	Essential	X	X	
	Professional approach to all aspects of work.	Essential	X	X	
Other	Ability to work effectively from home and in the office.	Essential	X	X	
			X	X	

Disclosure and Barring Scheme Is a DBS Check required: DBS This post does not require a DBS check

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.