Job Description

Job title	Apprenticeship Administrator
School / department	Research & Enterprise Operations
Grade	4
Line manager	Apprenticeship operations, compliance and relationships manager
Responsible for (direct reports)	N/A
Date of creation or review	24/02/2023

Main purpose of the job

To support:
- Apprenticeship Journey from recruitment to completion
- The administration and monitoring of the University's Degree and Higher Apprenticeships provision to meet all internal and external regulatory requirements
- The relationship management of apprentices and other internal stakeholders.
- The relationship management of external stakeholder as and when required.

Key areas of responsibility

1. Providing administration support for Degree and Higher Apprenticeship activities, including but are not limited to:

   a. Support the end-to-end journey of Apprenticeship provision to ensure all compliance requirements have been met and furthermore monitored and can be clearly evidence in a range of systems employed by the university.

   b. Support the tracking and monitoring of a caseload of specified apprenticeship learners from sectors serviced by the University in a timely manner.

   c. Produce accurate reports relating to onboarding activity, attendance, review meetings and Off the Job Hours recording of apprentices and reporting on these on a regular basis.

   d. Support relevant internal stakeholders such as course leaders and apprenticeship progress reviewers as required, to ensure they are provided with accurate and relevant date to help them provide the successful delivery and achievement of the apprenticeship programmes.

   e. Providing support to Director of Apprenticeships and their delegates to ensure appropriate platforms and systems are in place and user detail captured and added correctly (e.g. Aptem-employer data capture, mentors, apprenticeship support link tutors).

.
Administration Tasks

a) Create and maintain reliable and accurate learner and employer records (electronic and paper based), including all contractual documentation (including Service Contracts, Commitment Statements, and copies of Apprenticeship Agreements with their employers).
b) Ensure accurate input data onto the appropriate University systems.
c) Contribute to the ongoing development of university systems and processes for enhancing the quality of Apprenticeship provision.
d) Support with statutory reporting requirements, including ensuring all appropriate Employer and apprenticeship information is captured for uploading in the Individual Learner Record (ILR) such as breaks in learning, withdrawals, returns from breaks in learning.
e) Producing reports and statistical information to aid decision making by senior managers.

Compliance Monitoring & Reporting

a) Developing and maintaining a risk and compliance framework highlighting potential risks to the organisation

b) Support all internal and external compliance system audits and investigations to ensure conformity to statutory, regulatory and organisational expectations

c) Work closely with the Director of Apprenticeship, Head of Apprenticeship Funding and Data and their delegates in providing contract management for Apprenticeship activities, to track and monitor the completion of reviews with apprentices to support and assess progress against agreed targets

d) Undertake regular tracking and monitoring of internal progression, destination, and early leaver outcomes for apprentices

In addition to the above areas of responsibility, the post-holder may be 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. This is 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.

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 equivalent.	Essential	x	x	
	Educated to degree level or equivalent.	Desirable	x	x	
Knowledge and experience	Experience in working within an administrative function.	Essential	x	x	
	Experience in oral and written communication at a professional level.	Essential	x	x	
	Understanding of the further and higher education sector.	Desirable	x	x	
	Experience in dealing with financial data and costing.	Desirable	x	x	
Specific skills to the job	Well-developed writing skills.	Essential	x	x	
	Proficient in MS Office.	Essential	x	x	
	Excellent oral communication skills.	Essential	x	x	
	Excellent planning, organising and scheduling skills.	Essential	x	x	
	Experience in using corporate financial systems.	Desirable	x	x	
General skills	The ability to build positive relationships with people from diverse backgrounds at all levels internally and externally to the University.	Essential	x	x	
	Customer services skills and the ability to service enquiries from a diverse range of potential customers.	Essential	x	x	
	Highly self-motivated, organised and undertakes tasks with a methodical approach.	Essential	x	x	
	Experience of using initiative in the working environment.	Essential	x	x	
	Ability to develop commercial opportunities.	Desirable	x	x	

	Criteria	Essential or Desirable[1]	Demonstrated[2]		
			Application	Interview	Test / Exercise
Other					

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 the 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 the interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.