

# Job Description

<b>Position:</b>	Apprenticeships Administrator
<b>Academic Group/Service:</b>	Apprenticeships
<b>Reference:</b>	AAP-018/P
<b>Grade:</b>	Grade 4
<b>Status:</b>	1-year fixed term
<b>Hours:</b>	18 hours per week (0.5 FTE)
<b>Reports to:</b>	Head of Apprenticeships, Quality and Compliance

## **Main Function of the Position:**

As a member of the Central Apprenticeship Team, to contribute to the effective management of and organisation of the administrative functions in support of academic programmes in liaison with a wide range of internal and external agencies. To provide leadership and motivation in collaboration with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times. To co-ordinate a complex range of activities to maximise resource utilisation and added value.

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

## **Principal Duties and Responsibilities:**

1. To have good working knowledge of apprenticeship and academic programme administration requirements, regulations and procedures which are effectively shared and communicated across the wider academic and professional teams.
2. To undertake the tasks associated with apprenticeship and academic administration processes and procedures including maintaining and processing accurate student data to fulfil both internal and external requirements
3. Support the preparation and updating of documentation and records in line with the Education Skills Funding Agency contractual requirements including programme details, apprenticeship details and financial claims.
4. To provide an administrative service for a wide range of apprenticeship and academic programmes having primary responsibility for the service quality and co-ordination and, in liaison with the Apprenticeships Quality and Compliance be responsible for the co-ordination and delegation of activities where appropriate.
5. To effectively service and support Data lock reconciliation meetings, Apprenticeship Performance Boards, Self-Assessment Reports (SAR) panels, and Student / Employer surveys.
6. To provide an administrative service for a range of apprenticeship programmes having primary responsibility for a specific set of programmes, to include support for sign up documentation, liaison with admissions and apprenticeship employers, ensuring full compliance with sign up requirements as laid down within ESFA funding regulations.

7. To complete administrative functions for maintenance of accurate, Off the Job Training hours, timely completion of reviews by programme area, creation of SA template documentation for allocated programmes and update learner module completion progress, to enable timely completions of programmes.
8. Support the preparation and updating of all documentation and records to enable financial claims to the ESFA to be made in accordance with contracts
9. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service
10. To work with the Senior Manager to achieve and maintain customer service excellence, advising internal/external stakeholders as appropriate.
11. To create a constructive liaison, point between the apprenticeship team, academic areas, partner organisations, central support units and external stakeholders.
12. To be actively involved in determining and advancing best practice and to contribute to the implementation of systems/process development in liaison with professional colleagues within the team and across the University.
13. To participate in university internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
14. To work effectively within a dynamic environment and optimise individual and team effort.
15. To advance quality systems to ensure all work is of the highest standard of accuracy.
16. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with corporate and statutory requirements
17. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
18. Carry out personal and professional development relevant to the role
19. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times
20. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

## Person Specification

<b>Position:</b> Apprenticeship Administrator		<b>Reference:</b> APP-018/P	
<b>Academic Group/Service:</b> Apprenticeships		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	1	Application Form/ Documentation
1 b)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent experience	1	Application Form/ Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	1	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	1	Application Form/ Interview
2 b)	Able to develop, operate and manage systems for keeping clear and accurate records	1	Application Form/ Interview
2 c)	Able to present data in a clear and accurate manner	1	Application Form/ Interview/ Assessment
2 d)	Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	1	Application Form/ Interview/ Assessment
2 e)	Excellent organisational skills	1	Application Form/ Interview
2 f)	Effective committee support skills including minute taking	1	Application Form/ Interview
2 g)	Able to lead on the development and implementation of system, process or procedural change or small projects	1	Application Form/ Interview/ Assessment
2 h)	Knowledge of apprenticeships and access to HE programmes	1	Application Form/ Interview
<b>3</b>	<b>Experience</b>		
3 a)	Experience of dealing with people in a customer care situation	1	Application Form/ Interview
3 b)	Experience of using computerised record systems as a major administrative tool	1	Application Form/ Interview
3 c)	Experience of Academic Programme Administration	2	Application Form/ Interview
3 d)	Experience of supporting assessment boards	2	Application Form/ Interview
3 e)	Experience of supporting committees including minute taking	1	Application Form/ Interview
3 f)	Experience of setting and achieving deadlines for self	1	Application Form/ Interview
3 g)	Experience of working to imposed deadlines	1	Application Form/ Interview
3 h)	Experience of setting and monitoring deadlines for others	1	Application Form/ Interview
3 i)	Experience of contributing to and implementing system, process or procedural development	1	Application Form/ Interview

3 j)	Experience of delegating and monitoring the completion of tasks	1	Application Form/ Interview
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<b>Criteria</b>			
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Application Form/ Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	1	Application Form/ Interview
4 c)	Able to organise and prioritise tasks and workload for self and others through from initial stage to completion to meet	1	Application Form/ Interview
4 d)	Able to work without close supervision	1	Application Form/ Interview
4 e)	Able to work in a fast-paced environment and embrace change	1	Application Form/ Interview
4 f)	Able to take ownership of tasks and see them through to a timely completion	1	Application Form/ Interview
4 g)	Able to lead small groups/projects to achieve specific aims and objectives as agreed with the Line Manager	1	Application Form/ Interview/ Assessment
4 h)	Able to follow procedures and respond to instructions from a senior colleague	1	Application Form/ Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Prevent Freedom of Information Act and the Bribery Act	1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 e)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the service.	1	Interview

**Note:**

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required