

Organisational Development & Apprenticeship Administrator

Job Ref: REQ221581

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade

Administrative Services Grade 4

Job Purpose

To undertake and be responsible for the effective administration of Organisational Development programmes, projects, processes and events including in the areas of Learning & Development, Academic & Researcher Development and Change Management as part of a centralised team supporting a broad range of development activities. To support the administration, ongoing enhancements and delivery of the Academic Professional Apprenticeship (APA) including acting as the first contact point for Apprentices in the provision of a professional operational support service.

To maintain accurate records on the Apprentices; plan and administrate the taught sessions (including room booking and liaison with contributors); arrange Tripartite meetings between Apprentices, Probation Advisers and Course Mentors; organise the End Point Assessment for Apprentices; and undertake all general programme administration. To deal and respond positively to queries and requests for support that come through to OD & Change, helping to provide initial advice and to signpost effectively to relevant resources and guidance. To be responsible for supporting staff to engage positively with the service, promoting activities and events and evaluating participation and the quality of provision.

Job Duties

1. To be responsible for providing high-quality administrative support for the Academic Professional Apprenticeship (APA) including: pre- enrolment apprenticeship support; taught programme administration duties; tracking apprentice progression; apprenticeship compliance and reporting; and supporting the End-Point Assessment (EPA) process.
2. To be the first point of contact for all staff and doctoral researchers accessing the service, requiring support, advice and guidance for the personal and professional development. Wherever possible, resolving the query or taking action to escalate the enquiry in an appropriate and targeted way.
3. To support the work to plan our workshop development offering, offered to all staff and doctoral researchers throughout the academic year, ensuring that information is accurately represented on the website, booking system and communication channels.
4. To develop and maintain effective record keeping to ensure compliance with external bodies and to enable effective internal reporting on compliance with a range of formal activities e.g. mandatory training, PDR and development planning, induction and academic recognition schemes.
5. To engage actively with the development of new systems and ways of working in order to provide a one-stop-shop approach to all staff and doctoral researchers accessing the service.

6. To be responsible for providing administrative support to Organisational Development projects that are bringing forward new development opportunities for staff, being part of the project team to effectively provide a link between the project and the administration processes and ways of working.
7. To prepare joining instructions, materials, resources, rooms and evaluation to ensure that all events e.g. workshops, online events, conferences, communities of practice, coaching support is coordinated effectively and that staff and doctoral researchers have a positive engagement with the service.
8. To provide a complete administration service to Organisational Development & Change, working as a team to collectively provide high-quality support that reflects the standards expected by the Director of Organisational Development & Change.

Organisational Responsibility

- **Responsible to** the Organisational Development Administration Manager

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

| Area | Criteria | Stage |
|----------------------|--|-------|
| Experience | Proven experience of working to a high standard within a customer-facing office environment. | 1,3 |
| | Proven experience of maintaining effective records and reporting and acting on any problems. | 1,3 |
| | Proven experience of providing complete administration support for events and activities, e.g. workshops and conferences. | 1,2,3 |
| | Experience of supporting course/programme administration. | 1,3 |
| | Evidence of working as part of team to problem solve and provide answers, help and guidance. | 1,3 |
| | Prove experience of working effectively with a wide range of colleagues and stakeholders and dealing effectively with queries. | 1,3 |
| | Experience of writing effective communications/information that helps people to understand. | 1,2,3 |
| | | |
| Skills and abilities | | |
| | Engaging interpersonal skills with the ability to deal professionally with a range of people. | 1,3 |
| | Excellent organisation skills including record keeping that makes it easy to share information and maintain systems. | 1,2,3 |
| | Ability to work on own initiative and to seek advice when appropriate. | 1,3 |
| | Ability to work to deadlines, prioritising activities to respond appropriately. | 1,3 |
| | Able to work in a confidential environment, using tact and diplomacy, being professional and confidential at all times. | 1,3 |
| | An ability to think before acting, ensuring that queries and requests for information are dealt with in an appropriate way. | 1,3 |
| | Ability to use all Microsoft packages effectively e.g. Outlook, Powerpoint, Excel and Word. | 1,2,3 |
| | Ability to work effectively as part of a team e.g. supporting the Apprenticeship Programme and to manage peak workloads to ensure there are no single points of failure. | 1,3 |
| | Flexibility and ability to adapt to a busy, rapid and changing work environment. | 1,3 |
| Training | A willingness to undertake further training e.g. new University systems, websites and social media channels to support the work of the team. | 1,3 |
| Qualifications | GCSE Grade C/Level 4 equivalent in Maths and English. | 1 |
| Other | Understanding of the importance of Equality, Diversity and Inclusion. | 1,3 |

Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 4, salary band £22,149-£25,642 per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>