

Apprenticeships Compliance Administrator (Part Time 0.5FTE)

Job Ref: REQ240372

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 250 academic and research staff, 80 professional staff, 1950 undergraduate students, 180 postgraduate MSc students and 160 research students.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

To undertake administration relating to taught Master's Degree Apprenticeship Programmes within the Wolfson School of Mechanical, Electrical & Manufacturing Engineering. Working within the Postgraduate team, the post holder will support the compliance work of apprenticeship programmes within the School and will act as the first contact point in the provision of a professional operational support service. The post holder will provide support for employer engagement and apprentice recruitment activities and will work with administrative and professional services colleagues to ensure data about employers sponsoring apprentices is accurately sourced, entered and maintained to ensure funding is allocated by the Education and Skills Funding Agency (ESFA).

Job Duties

PRIMARY DUTIES:

Apprenticeship Compliance and Reporting

- To support the Postgraduate & Professional Development Programmes Manager and apprenticeship administrator to monitor compliance of apprenticeships programmes.
- To monitor apprenticeship compliance, including Off the Job hours and Progress Review meeting recording.
- To undertake data look up and entry activities to ensure all data for apprentices is accurately reported.
- To communicate with apprentices and employers when compliance data is missing or incomplete.
- To support the collation of the evidence pack for each employer and apprentice in accordance with ESFA requirements undertaking regular file checks for compliance.
- To provide support with the production of accurate and detailed records and evidence to meet audit requirements, adhering to deadlines set by external funding bodies and consortium partners.
- To support the collection and summary of annual apprentice and employer satisfaction data and to support the collation of other relevant KPI data as required.
- To contribute to the identification of enhancements to internal systems to maximise the efficiency of the operation.

ADDITIONAL DUTIES:

Apprenticeship Administration and Recruitment

- To assist with the entry and maintenance of employer apprenticeship digital accounts ensuring that employer and apprentice information is correctly recorded.
- To contribute to apprenticeship marketing activities as required.
- To support the organisation of meetings and other service-related events to support apprenticeship delivery.

- To act as first point of contact for routine enquiries, ensuring that enquiries are dealt with promptly and effectively, providing advice and information on a wide range of matters.
- To track employer and apprentice enquiries and follow up by phone and e-mail as appropriate.
- To assist with the organisation and delivery of apprenticeship programme inductions and programme administration as required.

Apprentice Progression and End Point Assessment (EPA)

- To assist with the monitoring of progress reviews and personal tutoring processes following-up to ensure that actions and outcomes are recorded and monitored.
- To provide relevant updates on apprentice progression and engagement ensuring that the Apprenticeship Team are updated regarding wider employer / apprentice issues.
- To ensure that issues affecting apprentice engagement and progression are reported to the Apprenticeships Manager for reporting to the HESA/ILR team e.g. apprentice change of circumstances etc.
- To assist with apprentice registration and bookings with the End Point Assessment Organisation (EPAO) and the booking of EPAs.

Programme/ General Administration

- To contribute to the coordination of programme delivery, annual updates and programme maintenance as required.
- To provide general advice and guidance on student welfare issues as and when they arise, particularly in relation to requests for extensions, breaks in study and regulatory information.
- To assist in the administration of various Quality Review and Programme Monitoring processes as directed by the Postgraduate & Professional Development Programmes Manager.

Other Duties

- To service Committees as required, including the preparation of the agenda and minutes of meetings.
- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students, academic staff, external organisations and other University Colleagues.
- To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure confidentiality and compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the Postgraduate & Professional Development Programmes 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.

The post-holder may be required to work unsocial hours on occasions.

Organisational Responsibility

Reports to: Postgraduate & Professional Development Programmes Manager

Responsible for: N/A

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	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer- focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,2,3
	Experience of working individually and as part of a team.	1,3
	Previous experience of dealing with people in a variety of complex/ difficult situations	1,2
	Previous experience of compliance activity	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Office.	1,2,3
	Ability to undertake routine office duties, often with interruptions	1,2
	Training	Demonstrate evidence of having undertaken further training.
Adopt new procedures as and when required.		1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Commitment to observing the University's Equal Opportunities Policy at all times	1,2

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of Administrative processes associated with Apprenticeships	1,3
	Experience of Loughborough University administrative specific systems and procedures.	1,3
	Previous experience/ knowledge of IFA, SFA and ESFA Apprenticeship Administration requirements (ideally at L6 and above)	1,2
Skills and abilities	Innovative thinking to adapt working procedures to new/ different situations	1,2
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information etc.	1,3

Conditions of Service

The position is Part-time (0.5FTE) and open-ended. Salary will be on Administrative Services job family grade 4 (£23,700 - £27,181 per annum), 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/>