

PROGRAMME COMPLIANCE MANAGER (MATERNITY COVER)

Full time and fixed term for a period of 12 months or the earlier return of the post-holder

Job Ref: REQ250155

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

School Summary

[Loughborough Business School](#) is an integral part of Loughborough University's learning offering, covering the disciplines of business, management, finance, accounting and economics. Guided by the ethos of '[Progress with Purpose](#)', our forward-thinking approach to research and teaching empowers staff and students to drive change, both within and beyond the University.

We are consistently ranked as a top 10 UK university in national league tables and Loughborough Business School also holds triple accreditation from AMBA, EQUIS and AACSB. Our position within the higher education sector has been developed by our excellence driven approach and a welcoming, vibrant international community of staff and students. Whether you are an innovative academic aiming to make a difference in the world, or an ambitious professional in search of a rewarding career in higher education, you can make progress with purpose at Loughborough Business School.

Job Grade: MA6

Job Purpose

To coordinate programme compliance matters for apprenticeship programmes within the Loughborough Business School. To support the Education and Student Experience Manager in the maintenance of data/statistics for programme monitoring and accreditation purposes.

Job Duties

APPRENTICESHIP MANAGEMENT

1. To work with the Programmes Manager to review, update and manage the School's apprenticeship programmes operations planner. To take responsibility for the day-to-day management of apprenticeship operations working with colleagues to ensure that all required actions are carried out.
2. To manage preparations for each apprenticeship intake, including:
 - reviewing changes to Education and Skills Funding Agency (ESFA) guidelines ensuring that the impact of changes to the School's apprenticeship programmes are understood and actioned.
 - reviewing apprenticeship documentation, processes, document templates and OTJ log templates to ensure ongoing compliance with apprenticeship funding rules.

- preparing apprenticeship schedules e.g., progress review schedules and functional skills support plans.
 - working with the Business Development and Programme Delivery teams to review and update the documentation, communications and process recruitment and onboarding process of apprentices.
 - working with the Programmes Manager and Apprenticeship Workplace Learning Director to review and update guidance for apprentices, workplace, and academic mentors
 - taking responsibility for the update and maintenance of information portals (SharePoint sites) for various apprenticeship stakeholders.
3. To manage administration for the set-up of each apprentice and apprenticeship on the School's programmes to ensure they are compliant with ESFA funding rules, including:
 - developing and maintaining systems to monitor and track the apprenticeship set-up process from enquiry through to programme start.
 - overseeing eligibility, initial assessment, and accreditation of prior learning processes to ensure that they are compliant with funding rules.
 - overseeing the set-up process for each apprenticeship intake ensuring that mandatory documentation for all apprentices has been issued and signed and is in the evidence pack prior to the launch of the apprenticeship – giving operational approval for the apprenticeship to start.
 4. To manage the registration of new apprentices in liaison with School and Registry colleagues ensuring records are complete and meet the requirements laid out by the funding body including:
 - entry and maintenance of employer apprenticeship digital accounts systems (DAS) ensuring that employer and apprentice information is correctly recorded.
 - collation of apprentice and financial data for the University's finance and data teams.
 5. To manage evidence packs for each apprenticeship and to oversee the collection of apprentice data and the management of the apprentice record in preparation for University and ESFA audits. To initiate/conduct regular compliance checks and evidence audits.
 6. To manage apprentice change of circumstances processes including:
 - ensuring that change of circumstances processes are administered efficiently and are compliant with funding rules.
 - taking responsibility for seeking employer approval for apprentice changes in circumstances and for confirming funding/tuition fee adjustments or implications resulting from changes.
 7. To oversee apprentice progression and to manage the on-programme compliance of each apprenticeship including:
 - ensuring that attendance monitoring, engagement checks and progress reviews are held according to the School's agreed schedule and are compliant with funding rules.
 - ensuring that a risk register is maintained and is properly managed and that any issues are dealt with in a timely manner and appropriate action taken to ensure compliance with funding rules.
 - ensuring that matters of non-compliance are escalated and in liaison with the School and Registry colleagues enacting and managing through non-compliance processes.
 8. To oversee the ongoing record management for apprentices in liaison with School and Registry colleagues ensuring that issues affecting individual apprentice engagement and progression are reported to the University data team in a timely manner, that data quality issues/queries relating to apprentice records are resolved and that regular apprentice data checks to ensure accuracy of ILR data are undertaken.
 9. To oversee End Point Assessment (EPA) processes for the School's apprenticeship programmes ensuring that EPA processes are managed efficiently, that apprentice readiness for EPA is efficiently tracked and that outcomes of EPA are reported in a timely manner.
 10. To manage intellectual property consents and safeguarding training compliance ensuring that issues and non-compliance concerns are escalated.
 11. To maintain a log of substantive issues relating to non-compliance i.e., breaches of funding rules and to ensure that a clear record of the issues and of the actions taken to resolve them is retained for audit purposes.
 12. To monitor and report on all aspects of apprenticeship management to the Programmes Manager and Apprenticeship Management Team including compiling management reports which analyse apprenticeship data and agreed KPIs to aid the overall management of the School's apprenticeship provision.
 13. To monitor and keep under review the operation of the School's apprenticeship provision and to be proactive in ensuring that action is taken to address regulatory compliance issues or programme issues identified through the analysis and review of apprenticeship data and KPIs.

QUALITY ASSURANCE MANAGEMENT

1. To work closely with the Programmes Manager to coordinate preparations for quality assurance processes, School/programme accreditations and other external reviews and audits.
2. To work with the Programme Manager and other School and University colleagues to ensure that all required data for quality assurance, accreditations and external reviews or audits is prepared/collated for reporting purposes.
3. To support the Programmes Manager in monitoring action plans relating to quality assurance processes, accreditations and external reviews or audits processes.
4. To contribute to the collation of statutory returns for the School, accreditation and external bodies and to University data requests as required.

STAFF MANAGEMENT

1. Manage and motivate administrative support staff. Structure and allocate work to ensure delivery of an appropriate service to staff and students. Manage associated human resources issues such as recruitment and selection, induction, training, career progression, ongoing performance management and Performance and Development Reviews (PDRs).
2. Work collaboratively with the other School Administration Managers to effectively manage the School's administrative staff ensuring that resources are deployed efficiently across the School's programme portfolio and tasks.

GENERAL

1. Design, monitor and maintain administrative systems to meet the needs of the School, developing and sharing best practice. Provide advice and guidance to staff and students, and participate in relevant committees and meetings, ensuring compliance with University regulations and ordinances and external legislation.
2. Contribute to School committees and working groups and ensuring that they are appropriately serviced where appropriate.
3. Represent the School on University Committees and working parties.
4. To deputise for the Programme Managers as requested. This may include providing advice and guidance to staff, resolving complex situations, attending Committees as required.
5. Assist senior administrative and academic colleagues with strategic planning and development as required.
6. Any other duties across the Loughborough Business School commensurate with the grade and nature of the post.
7. Undertake any training and development deemed appropriate for the position.

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.

The post-holder must be flexible on hours of work and may be required to work unsocial hours on occasions.

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.

Organisational Responsibility

Reports To: The post-holder reports to the Education and Student Experience Manager (EPE).

Responsible For: Apprenticeship Programme Officer and the Apprenticeship Programmes Coordinators

Person Specification

Your application will be reviewed with respect to meeting 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	Extensive experience as a senior professional administrator in Higher Education.	1, 3
	Line management experience, and the ability to supervise staff effectively.	1, 3
	Experience of dealing with people in a variety of complex/difficult situations.	1, 3
	Experience of preparing complex reports for both internal and external audiences/purposes.	1, 3
	Experience of writing procedural documents for administrative processes.	1, 3
Skills and abilities	Excellent all-round IT skills including a good working knowledge of Microsoft Office Packages especially Outlook, Word, and Excel.	1, 2, 3
	Excellent data analysis and numeracy skills and ability to work with complex data sets.	1, 2, 3
	Proven ability to understand and interpret complex policy documents and to summarise these into procedures and guidance for a variety of audiences.	1, 3
	Excellent interpersonal, negotiation and communication skills, including a confident telephone manner.	1, 3
	An awareness of and sensitivity towards customer needs and an ability to maintain confidentiality, and to deal with a wide variety of people at all levels using effective judgement, tact, and diplomacy.	1, 3
	Ability to communicate concisely, clearly, and accurately in writing with a variety of audiences.	1, 2, 3
	Ability to cope with an extremely demanding workload whilst maintain a strong attention to detail and a high level of accuracy.	1, 3
	Ability to work independently and take responsibility for own workload, with significant use of own initiative.	1, 3
	Excellent organisational and managerial skills and an ability to prioritise tasks and to supervise and delegate effectively.	1, 2, 3
	Proven ability to think logically, to identify, analyse and propose solutions to problems.	1, 3
	A methodical and flexible approach to tasks, including effective forward planning and the ability to work confidently under pressure and to tight deadlines.	1, 2, 3
	Ability to rapidly acquire new skills and knowledge.	1, 3
	Ability to work effectively, co-operatively, and flexibly as part of a team.	1, 3
	Commitment to providing a high level of service to both staff and students.	1, 3

Training	Able to demonstrate commitment to developing career through personal and professional development.	1, 3
	A willingness to undertake further training as necessary, and to adopt new procedures as and when required.	1, 3
Qualifications	A strong educational background including a good Honours Degree or equivalent.	1
Other	To observe the University's equal opportunities policy and other relevant policies at all times.	3
	Willingness to work unsocial hours if required.	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous HE work experience, ideally in programme compliance or external audits and accreditation.	1, 3
	Previous experience of dealing with clients	1, 3
	Experience of dealing with post-experience and non-standard programmes.	1, 3
	Experience of working with apprenticeships in a higher or further education context.	1, 3
Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI.	1, 3
	Understanding and knowledge of relevant legislation, e.g., Data Protection, SENDA.	1, 3
	Experience of servicing committees including minute taking.	1, 3

Conditions of Service

The position is FULL TIME and FIXED TERM for the period of 12 months or earlier at the return of the post holder. Salary will be on salary band Grade 6, £35,116 - £45,413 pro rata per annum), at a starting salary to be confirmed on offer of appointment.

The university is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work dynamically and if successful your manager will discuss these informal arrangements with you. Please note there is a general expectation that the successful candidate will spend the majority of time working on campus. (Further information is available [here](#)).

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/>