

APPRENTICESHIP PROGRAMMES OFFICER

This is a full-time position to cover a secondment position for a fixed term period of 12 months or the earlier return of the post holder.

REQ250308

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 5

Job Purpose

The post holder will be responsible for key operational processes relating to apprenticeships within the Loughborough Business School, including processes required for the set-up, on-programme delivery and management of apprenticeships. The post holder will be a key member of the apprenticeship team and will support important processes required to ensure compliance with apprenticeship funding rules set out by the Education and Skills Funding Agency (ESFA). The post holder will be required to fulfil the duties indicated below.

Job Duties

TEAM SUPERVISION

- To contribute to the supervision of the administrative team as required by the Programme Compliance Manager. To include monitoring workflow; structuring/allocating work; supervising work; training; approving/recording staff annual leave in liaison with the Programme Compliance Manager.

APPRENTICESHIP SET-UP

- To support recruitment and admissions activities for each apprenticeship intake ensuring that apprentices and employers are appropriately supported throughout the process.
- To contribute to the day-to-day management of apprenticeship operations working with colleagues to ensure that all required actions on the operations planner are carried out.
- To assist the Programme Compliance Manager with preparations for each apprenticeship intake.
- To work with the Programme Compliance Manager to administer the onboarding and set-up of each apprentice and apprenticeship on the School's programmes to ensure they are compliant with ESFA funding rules.
- To coordinate preparations for the launch of each apprenticeship intake in liaison with the Programmes Compliance Manager.
- To work with the Programmes Compliance Manager and Registry colleagues to ensure the accurate registration of new apprentices ensuring records are complete and meet the requirements laid out by the funding body.

ON PROGRAMME MANAGEMENT

- To supervise apprentice progression and on-programme administration of each apprenticeship.
- To process changes in circumstances processes in liaison with School and Registry colleagues ensuring that: employer approval of changes has been received, mandatory paperwork is reissued, resigned, and collated into the apprentice evidence pack and that internal stakeholders such as academic mentors are notified of changes.

- To oversee the ongoing record management for apprentices in liaison with School and Registry colleagues. To ensure that issues affecting individual apprentice engagement and progression are reported to the University data team so that monthly ESFA ILR data returns are accurate. To ensure that the employer DAS is updated to reflect any changes to the terms of the apprenticeship and that EPAO records are updated. To track Level 2 English and Maths attainment and working with Registry to register apprentices for functional skills qualifications as required ensuring that apprentices have been given the opportunity to complete the qualification before EPA.

END POINT ASSESSMENT MANAGEMENT

- To oversee End Point Assessments (EPA) for the School's apprenticeship programmes in liaison with the Apprenticeship Programmes Coordinator and the academic lead for workplace learning ensuring that apprentices are registered for EPA and overseeing the planning process for each EPA period.
- To liaise with the End Point Assessment Organisation (EPAO) regarding processes for EPA. To monitor updates from the EPAO and to work with colleagues to ensure that School EPA processes are up-to-date.

REGULATORY COMPLIANCE & REPORTING

- To work with the Programme Compliance Manager to track and monitor the delivery, and compliance of apprenticeships programmes.
- To support the Programme Compliance Manager with regular evidence pack checks and audits to ensure ESFA compliance.
- To administer intellectual property consents and safeguarding and prevent training compliance ensuring that issues and non-compliance concerns are escalated.
- To prepare monthly data/reports on apprentice progression and engagement for the Apprenticeship Management Team and to provide support with the production of accurate and detailed reports, updates, and evidence to meet audit requirements.

GENERAL ADMINISTRATION

- To assist the Programmes Compliance Manager in undertaking the annual cycle of tasks and processes which underpin the School's apprenticeship programmes. To support the Programmes Compliance Manager in the planning and delivery of all apprenticeship related activities ensuring that actions are undertaken in a timely manner and in accordance with University and School deadlines.
- To proactively contribute to the identification of enhancements to internal systems to maximise the efficiency of the operation as a whole. To assist the Programmes Compliance Manager in undertaking regular reviews of policies and procedures relating to apprenticeship administration to ensure compliance with University and funding agency policy and to ensure the effective support of apprenticeship programmes within the School.
- To support the Workplace Learning Director with the coordination of apprenticeship related workshops and briefings for all stakeholders.
- To deputise for the Programmes Compliance Manager as requested. This may include providing advice and guidance to staff, resolving complex situations, attending Committees as required.
- To assist with the maintenance and update of apprenticeship records and information systems ensuring compliance with University regulations and GDPR.

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 apprentices, 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 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.

Organisational Responsibility

Reports To: The post-holder reports to the Programmes Compliance Manager.

Responsible For: The post-holder has supervisory responsibility for the Apprenticeship Programmes Coordinator.

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	Significant recent experience in an administrative role within a busy office environment	1, 3
	Experience of working in a customer-focused environment	1, 3
	Experience of dealing with people in a variety of complex/difficult situations	1, 3
	Experience of working with a student records system (or similar)	1, 3
Skills and abilities	Good all-round IT skills including a good working knowledge of Microsoft Office Packages especially Outlook, Word and Excel	1, 2, 3
	Excellent interpersonal and communication skills, confident telephone manner, and awareness of and sensitivity towards customer needs	1, 3
	Ability to communicate concisely, clearly and accurately in writing with a variety of audiences	1, 2, 3
	Ability to work independently and take responsibility for own workload, with significant use of initiative	1, 3
	Proven ability to identify, analyse and propose solutions to problems	1, 3
	A methodical and flexible approach to tasks, including effective forward planning and ability to work under pressure to tight deadlines	1, 3
	Ability to rapidly acquire new skills and knowledge	1, 3
	Strong attention to detail and numeracy skills	1, 2, 3
	Ability to work effectively as part of a team	1, 3
	A positive attitude and an ability to cope with change	1, 3
	Innovative thinking to adapt working procedures to new/different situations	1, 3
Training	Demonstrate evidence of having undertaken further training	1, 3
Qualifications	A level education or equivalent plus 5 GCSEs at grade A-C including in Maths and English	1
Other	A willingness to work flexibly and unsocial hours according to the demands of the post	1, 3
	Commitment to providing a high level of service to both students and University staff	1, 3
	Commitment to observing the University's Equal Opportunities Policy at all times.	1, 3
	Empathy with the aims and objectives of the University	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in higher education, ideally in student administration	1, 3
	Experience of working with apprenticeships in higher or further education	
	Experience of UK university examination boards, examination and resit processes	1, 3
	Experience of Loughborough specific systems and procedures.?	1, 3
	Previous experience of the supervision and line management of staff.	1, 3
	Experience of committee servicing	1, 3
Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI, Learn and Co-Tutor	1, 3
	Data analysis skills	1, 3
Qualifications	Degree	

Conditions of Service

The position is full-time and open ended for a period of 12 months or the earlier return of the post holder. Salary will be on Administrative Services, Grade 5 (£29,179 to £34,132), 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 Academic and Related staff/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-swam/>