

## APPRENTICESHIP PROGRAMMES MANAGER

Job Ref: REQ250344

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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 School of Design and Creative Arts (SDCA) is internationally renowned for the quality of its teaching and research, providing a high quality educational experience and undertaking research that is tailored to social, environmental and economic needs and opportunities.**

### Job Description

**Job Grade:** MA6, 0.5FTE, Open Ended

#### Job Purpose

The post holder will be responsible for overseeing and implementing processes relating to the programme cycle of our Level 7 Degree Apprenticeship programme. This will include liaising with employers, apprentices, and School and University colleagues to proactively manage key operational aspects of the programme to ensure it is delivered effectively and in compliance with University, Education and Skills Funding Agency (ESFA), accrediting bodies, and other relevant stakeholders.

#### Job Duties

##### Apprenticeship Recruitment and Onboarding

- Relationship management: Act as the point of contact for employers, apprentices, academics and other stakeholders, dealing with enquiries, providing guidance and information and addressing any concerns or challenges promptly.
- Programme Promotion: Participate in industry events and networking opportunities to build industry partnerships and raise awareness of our apprenticeship programmes. These events may take place outside of normal office hours, so some flexibility is required, though the need is likely to be limited.
- Coordinate the delivery of employer and apprentice recruitment processes, liaising with relevant Registry colleagues as required, to ensure all eligibility checks and mandatory approvals are completed accurately, and are compliant with funding requirements.
- Coordinate the effective delivery and monitoring of apprenticeship contracts and onboarding activities.
- Work with the Apprenticeship Programme Leader to coordinate apprenticeship programme inductions.

## **Apprenticeship Compliance and Reporting**

- Coordinate and monitor the set-up, delivery and compliance of each SDCA apprentice and apprenticeship, ensuring they are compliant with the University's defined processes for apprenticeships and ESFA funding requirements.
- Using the Maytas Apprenticeship system, ensure records and documentation are accurately maintained and are compliant with regulatory requirements (including GDPR), highlighting and resolving issues or exceptions, and liaising with Registry colleagues as required.
- Conduct regular audits to check data accuracy and compliance.
- Produce timely, accurate and detailed reports, updates and evidence to meet audit requirements of School, and Registry colleagues and Ofsted, ESFA, or other regulatory bodies.

## **Apprenticeship Progression**

- Oversee the annual cycle of tasks and processes that underpin the School's apprenticeship programmes, reviewing regularly to ensure they are fit for purpose and that support is delivered in a timely and effective manner.
- Implement internal SDCA processes for apprenticeship programme management to ensure compliance with the University defined processes for apprenticeships.
- Prepare monthly data/reports on apprentice progression and engagement for the programme management team, sharing information with Registry colleagues where required
- Monitor issues affecting apprentice engagement and progression, liaising with the Academic Lead to resolve problems and implement any required changes.
- Oversee End Point Assessments (EPA) for the School's apprenticeship programmes, liaising with academic colleagues to ensure all apprentices are registered for EPA
- Oversee the planning process for each EPA period, liaising with internal and external stakeholders

## **Staff Management**

- As the apprenticeship department expands, manage administrative staff and structure and allocate work to ensure optimal delivery of service to apprentices, employers and school colleagues.
- Manage HR related activity such as recruitment and selection, induction, training and development and Performance and Development Review (PDR).
- Collaborate with the other SDCA Administration Managers to ensure that programme administration resources are deployed effectively across the School's portfolio of programme and associated tasks.

## **General Administration**

- To provide cover for other colleagues and/or programmes 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 compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position.
- Assist senior colleagues with strategic planning and development as required
- Represent the School on University and School committees, projects and working groups, which may occasionally include minute taking

## **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 Education and Student Experience Manager.

## 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
<b>Experience</b>	Previous experience in degree apprenticeship administration in higher education and an understanding of key apprenticeship activities	1,3
	Client relationship/account management experience	1,3
	Experience of working in a customer or student service focused environment	1,3
	Experience of establishing and maintaining accurate electronic records within a regulatory framework	1,3
	Understanding of the ESFA Apprenticeship Funding requirements	1,3
	Experience of using qualitative and quantitative data to prepare and present clear, concise reports for internal and external audiences	1,3
	Experience in the development, review and improvement of business processes to deliver an excellent stakeholder experience	1,3
	Previous experience of line management or supervision of staff	1,3
<b>Skills and abilities</b>	Strong interpersonal, communication skills in order to develop and maintain relationships with internal and external stakeholders	1,3
	Excellent organisational and managerial skills with the ability to manage a demanding workload, prioritise tasks, and supervise and delegate effectively	1,3
	Ability to cope with a demanding workload whilst maintaining a strong attention to detail and a high level of accuracy	1,3
	Excellent data analysis and numeracy skills and the ability to work with complex data sets	1,3
	Effective use of IT systems in support of role, including use of databases, with excellent proficiency in the use of MS Office 365	1,3
	Ability to use own initiative to exercise sound judgement and resolve problems independently, seeking advice where appropriate	1,3
	Excellent interpersonal and negotiation skills; ability to maintain confidentiality, and to deal with a wide variety of people at all levels using effective judgement, tact and diplomacy.	1,3
<b>Training</b>	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
<b>Qualifications</b>	A strong background including a good Honours degree or equivalent professional experience	1,3

Other	Knowledge and understanding of Equity, Diversity and Inclusion Policies	1,3
	Able to maintain confidentiality diplomatically, as the post holder will have access to personal and confidential information	1,3
	A willingness to work flexibly and on occasion, unsocial hours	1,3
	Empathy with the values and objectives of the University	1,3

### Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of using Maytas Apprenticeship Management system or equivalent	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI, Learn and Co-Tutor	1,3

### Conditions of Service

The position is PART TIME 0.5FTE and OPEN ENDED. Salary will be on Specialist and Supporting Academic Grade 6 (£35,116- £45,413) per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 6 AND ABOVE, 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 can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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/>

