

# Job Description

<b>Position:</b>	Administrator - Apprenticeships
<b>School/Service:</b>	Apprenticeship Department
<b>Reference:</b>	APP-004/P & APP-011/P
<b>Grade:</b>	Grade 4
<b>Status:</b>	Permanent
<b>Hours:</b>	Full Time (36.25 hours)
<b>Reports to:</b>	Head of Apprenticeships

## **Main Function of the Position:**

As a member of the Apprenticeship Department Team, to contribute to the effective operation of administrative functions in support of apprenticeship programmes in liaison with a wide range of internal and external agencies. To actively collaborate with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times. To contribute to a complex range of activities to maximise resource utilisation and added value.

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

## **Principal Duties and Responsibilities:**

1. To have a good working knowledge of Apprenticeship programme administration requirements, regulations and procedures which are effectively shared and communicated across the wider academic and professional teams.
2. To undertake the tasks associated with apprenticeship administration processes and procedures including maintaining and processing accurate student data to fulfil both internal and external requirements.
3. Support the preparation and updating of documentation and records in line with the Education Skills Funding Agency contractual requirements including programme details, apprenticeship details and financial claims.
4. To effectively service and support Data lock reconciliation meetings, Apprenticeship Performance Boards, Self-Assessment Reports (SAR) panels, and Student / Employer surveys.
5. To provide an administrative service for a range of apprenticeship programmes having primary responsibility for a specific set of programmes, to include support for sign up documentation, liaison with admissions and apprenticeship employers, ensuring full compliance with sign up requirements as laid down within ESFA funding regulations.
6. To maintain accurate administrative records for ESFA audits.

7. To complete administrative function for Smart Assessor (SA) inclusive of maintenance of accurate, Off the Job Training hours, timely completion of reviews by programme area, creation of SA template documentation for allocated programmes and update learner module completion progress, to enable timely completions of programmes.
8. Support the preparation and updating of all documentation and records to enable financial claims to the ESFA to be made in accordance with contracts
9. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service
10. To work with the Senior Manager to achieve and maintain customer service excellence, advising internal/external stakeholders as appropriate.
11. To create a constructive liaison, point between the Apprenticeships team, academic areas, partner organisations, central support units and external stakeholders.
12. To be actively involved in determining and advancing best practice and to contribute to the implementation of systems/process development in liaison with professional colleagues within the team and across the University.
13. To participate in University internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
14. To work effectively within a dynamic environment and optimise individual and team effort.
15. To advance quality systems to ensure all work is of the highest standard of accuracy.
16. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with corporate and statutory requirements
17. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
18. Carry out personal and professional development relevant to the role
19. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times
20. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

**Note:**

This is a description of the position requirements, as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

## Person Specification

<b>Position:</b> Administration Assistant - Apprenticeships		<b>Reference:</b> APP-XXX/P	
<b>School/Service:</b> Apprenticeships Department		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	Honours degree in relevant subject area or equivalent level qualification/experience	1	Application Form/Documentation
1 b)	An appropriate word-processing/IT qualification or relevant knowledge and experience	1	Application Form/Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	1	Application Form/Interview Assessment
2 b)	Able to develop and operate systems for keeping clear and accurate records	1	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	1	Application Form/Interview
2 d)	Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	1	Application Form/Interview
2 e)	Good organisational skills with the ability to multi task under pressure	1	Application Form/Interview
2 f)	Effective committee support skills, including minute taking, or potential to develop committee support skills	1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Experience of dealing with people in a customer care situation	1	Application Form/Interview
3 b)	Experience of working towards and/or maintaining Customer Service Excellence	1	Application Form/Interview
3 c)	Experience of using computerised record systems and online programmes as major administrative tools	1	Application Form/Interview
3 d)	Experience of academic programmes and the administration of such programmes	2	Application Form/Interview
3 e)	Experience of supporting assessment boards and supporting committees including minute taking	2	Application Form/Interview
3 f)	Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines	1	Application Form/Interview
3 g)	Experience of apprenticeship funding and/or audit requirements	2	Application Form/Interview

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<b>School/Service:</b> Apprenticeships Department		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	1	Interview
4 c)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds	1	Interview
4 d)	Commitment to continuous improvement and creative ways of working	1	Interview
4 e)	Able to work in a fast-paced environment and embrace change	1	Interview
4 f)	Able to follow procedures and respond to instructions from senior colleagues	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Available to undertake staff development, or attend events which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act, Health and Safety, Prevent and the Bribery Act	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 e)	Available to work evenings and outside the normal academic year where required	1	Interview

*Note:*

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required