

## **J o b   D e s c r i p t i o n**

<b>Position:</b>	E-Portfolio Coordinator
<b>Faculty/School/Service:</b>	Apprenticeships
<b>Reference:</b>	APP-019/P
<b>Grade:</b>	Grade 5
<b>Status:</b>	Permanent
<b>Hours:</b>	Full time (1fte)
<b>Responsible to:</b>	Senior Apprenticeship Compliance Manager (SACM)

### **Main Function of the Post:**

- To manage and develop Smart Apprentice (SA) e-portfolio system and its effective utilisation for the management of ESFA funding compliance and to support the delivery of the apprenticeship to meet the requirements of Ofsted.
- To efficiently and effectively plan, coordinate and implement activities relating to the institutional wide rollout of SA and its utilisation by internal and external stakeholders.
- To manage and develop reports, utilising SA, to inform all delivery areas of their compliance against ESFA funding regulations and where required instigate action plans to realign this compliance.
- You will be responsible for handling queries from both faculty academic staff and external stakeholders (employers and apprentices) to support both their understand of the system and to further its utilisation by all parties.

### **Principal Duties and Responsibilities:**

1. To coordinate, manage and oversee operational and administrative support to internal and external stakeholders in the delivery of SA and its utilisation as a means of managing compliance against ESFA funding regulations.
2. Develop, maintain and deliver both face to face and online information / training material that facilitates the sustained utilisation of SA for internal and external stakeholders.
3. To be responsible for the accuracy of data contained within SA and to work closely with the networks team, to ensure the accuracy and legitimacy of the data imported from SITS.
4. To be responsible for the accuracy of the data imported into SA, its maintenance and its utilisation with existing systems and processes, to update these accordingly, so as to enable effective management of Apprenticeship compliance assurance measures, to ensure that they meet and exceed requirements for ESFA audit.
5. To be responsible for the dissemination of these systems and processes, ensuring that all internal stakeholders are fully aware of their obligations to each by the creation, maintenance and delivery of online information / training material for ESFA compliance.
6. Provide high quality service to internal and external customers / stakeholders, including advice and explanation regarding SA and compliance matters.
7. To lead at Performance Boards (PB) for the reporting of SA utilisation, (internal and external stakeholders) by the production of monitoring statistics and reports on a monthly basis and instigating action plans where set bench marks for this compliance through delivery areas aren't being met.

8. To act as the first point of contact for apprentices, University staff and employers for all SA related queries.
9. Take the lead in ESFA audit planning activities for compliance against Off the Job Training hour collection and the timeliness of quarterly reviews.
10. To maintain knowledge of new developments affecting apprenticeships, including ESFA updates, ensuring that where required, these changes are implemented in a timely manner to associated documentation, systems and processes within SA.
11. To work with others across the University of Bolton Group to support Apprenticeship delivery compliance.
12. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
13. Assess customer satisfaction (internal and external) and make recommendations for service improvements relating to SA.
14. 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.
15. Undertake such other duties as may be required with the grade and nature of the post.
16. To actively support the delivery of the University strategy for environmental sustainability, and champion sustainable practices.
17. To engage in continuous professional development and undertake appropriate training and staff development as requested.
18. Work flexibly, as required, with colleagues, and at locations across the University of Bolton Group.
19. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with corporate and statutory requirements.
20. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
21. 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.
22. 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.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

## Person Specification

<b>Position:</b> E-Portfolio Coordinator		<b>Reference:</b> APP-019/P	
<b>School/Service:</b> Apprenticeships		<b>Priority</b> (1/2)	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1 Qualifications</b>			
1 a)	Honours degree in relevant subject area or equivalent level experience	1	Application Form/ Documentation
1 b)	Relevant IT/Administrative qualification or relevant equivalent experience	1	Application Form/ Documentation
1 c)	Project Management qualification or equivalent experience	2	Application Form/ Documentation
<b>2 Skills / Knowledge</b>			
2 a)	Excellent level of understanding of ESFA main training provider regulations	1	Application Form/Interview
2 b)	Excellent level of accuracy and attention to detail with an ability to work to very tight timeframes	1	Application Form/Interview
2 c)	Significant working knowledge and experience of databases	2	Application Form/Interview/ Presentation
2 d)	Strong interpersonal and relationship building and networking skills	1	Application Form/Interview/
2 e)	Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support	1	Application Form/Interview
2 f)	Advanced skills and working knowledge of e-portfolio software and applications (such as Smart Apprentice etc)	1	Application Form/Interview/ Presentation
2 g)	Excellent verbal and written communication skills e.g. the ability to communicate effectively and explain standard service procedures to students, staff at all levels and external colleagues.	1	Application Form/Interview
2 h)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data	1	Application Form/Interview
2 i)	Knowledge and understanding of project management techniques and applications	2	Application Form/Interview
<b>3 Experience</b>			
3 a)	Experience of maintaining systems and processes associated to apprenticeship compliance (ESFA)	1	Application Form/Interview/ Presentation
3 b)	Experience of managing large amounts of data across multiple information systems and platforms	1	Application Form/Interview/ Presentation
3 c)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3 d)	Credible record of establishing effective working relationships with a wide range of people in a challenging environment	1	Application Form/Interview
3 e)	Experience of working within a FE or HE or private training provider setting, providing information, support and guidance on apprenticeship compliance and quality issues	1	Application Form/Interview
<b>4 Personal Qualities</b>			
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview

4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Sensitive to individual and cultural differences	1	Interview
4 d)	Ability to use initiative to address problems for students and staff.	1	Interview
4 e)	Work independently without close supervision.	1	Interview
4 f)	Awareness and adherence to issues of confidentiality	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the General Data Protection Regulation, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexibly and travel as appropriate in order to meet the needs of the services	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