

Job Description

Apprenticeship Advisor

Salary:	Grade 6
Contract:	Full time, Ongoing
Location:	Medway Campus
Responsible to:	Senior Business Development & Apprenticeship Advisor
Job family:	Administrative, professional and managerial

Job purpose

The Apprenticeship Advisor is responsible for ensuring an excellent apprentice experience and that the university delivers against its education strategies. The post holder will establish and monitor internal and external training provision determined by Apprenticeship Training Plans and will use relevant knowledge in a related discipline or equivalent work experience in order to recruit, support and review new apprentices.

The Apprenticeship Advisor will promote higher and degree apprenticeships and other training opportunities to employers in multi-industry sectors. The role holder will also provide support to senior managers within the Digital and Lifelong Learning Team.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Working with employers to provide a timely and efficient recruitment and admissions service to apprenticeship employers, including screening, interviewing and placing apprentices, so that recruitment campaigns are managed in line with University's best practice. In accordance with the ESFA regulations, ensure applicants are eligible.
- Manage the apprentice induction process including conducting due diligence checks, health and safety checks and induction meetings between the University and the employer and the apprentice.
- To lead on resolving issues, where appropriate mediating on any concerns raised with apprentice, employer and provider, such as those around safeguarding and prevent, escalating to the Business Development Manager where necessary, to ensure a timely and successful conclusion.
- To have a thorough knowledge of the apprenticeship portfolio CHDA and partner colleges offer in order to support the Business Development Manager to market apprenticeship opportunities to relevant sectors in accordance with the agreed marketing strategy.
- Operate systems to effectively secure and maintain appropriate apprenticeship evidence including progress of apprentices and employer contribution. Including mapping of JD, training plans and programme against the apprenticeship standard.
- To ensure timely and accurate completion of administrative tasks in accordance with quality standards including to manage a complex diary or diaries to ensure best use of time, exercising judgement in prioritising dates, arranging and re-scheduling meetings both on and off campus and managing their forward commitments.
- Commit to any internal or external development training which is aimed to enhance personal skills and continued development around higher and degree apprenticeships delivery, recruitment and personal performance.
- Develop, manage and review regularly a range of administrative processes to ensure degree apprenticeship

programmes comply with university, Ofsted (where appropriate) and ESFA regulations and procedures. This will include a requirement to create specialist protocols that also meet the apprenticeship clients' requirements.

- Develop and maintain a definitive knowledge base of the University's policies and procedures relating to mitigating circumstances, academic discipline and appeals, in order to devise and manage systems with respect to HDA programmes the role holder's knowledge base will be complemented by an understanding of Ofsted regulations and they will report to DaLL to ensure compliance with ESFA.
- Develop and maintain systems to implement the full professional knowledge of apprentice academic and pastoral support systems in the University to provide comprehensive support for apprentices.
- Provide reports and carry out analysis of data (e.g. VLE engagement, apprentice voice feedback) as required.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- This is an apprentice-focused role, and the post holder can expect to have extensive contact with apprentices, their line managers and employers (which may include matters of confidentiality). In doing so, the post holder needs to be responsive, resourceful and creative in dealing with unforeseen problems as they arise while also ensuring that solutions are in line with University regulations.
- The role holder is expected to develop a close collaborative working relationship with the apprenticeship quality assurance and improvement team and the business relationship team in DaLL to ensure that the apprenticeship programmes are compliant with Ofsted (if required) and ESFA.
- Maintaining knowledge of appropriate services, regulations and codes of practices needed to efficiently carry out the role. Working closely and collaboratively with colleagues across the university to ensure that apprentices are appropriately supported.
- Managing a complex workload with competing demands and deadlines. The role holder will agree objectives and overall priorities but is expected to manage unexpected/unplanned work within overall timeframes.
- The role holder will need to demonstrate a flexibility to work outside of normal business hours, to cover extensive travel across England.

Facts & figures

In addition to post-graduate part-time learners, collaborative partner delivered provision and short courses, within the Apprenticeship Unit there are apprentices enrolled across a range of Kent apprenticeship programmes.

The number of students, apprentices, learners and programmes is set to grow significantly.

Currently the provision is offered via none-traditional delivery routes including digital, on-line and blended learning, as well as face to face block teaching.

Internal & external relationships

- Internal:** All learners (including apprentices), academic and administrative members of staff including Directors of individual programmes, key contacts in University support services the Quality Assurance and Validation Office, other Central Services, in particular EMS.
- External:** Prospective learners (including apprentices) and their employers as necessary, external partner institutions and organisations - current and prospective, DDU, employers, Inter University relationships with regard to improving systems and gaining best practice. All collaborative partner organisations. Suppliers and contractors to the DaLL, and representatives of regulatory bodies including Ofsted and ESFA, and legal services.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Degree or equivalent experience of working in similar role within HE/FE (A)
- GCSE Maths & English (grade C/4 or above) or equivalent (A)
- Direct experience of supporting, mentoring and monitoring progress of apprentices (A,I)
- Direct experience of supporting, mentoring and monitoring progress of managers of apprentices (A,I)
- Understanding of apprenticeship funding models and apprenticeship standards. (A,I)
- Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (A,I)
- Excellent customer service skills with the ability to deal professionally, responsively and effectively with customers and colleagues (I)
- Experience of streamlining office systems and implementing new processes and procedures (A,I)
- Experience of using and managing data in line with GDPR and handling sensitive matters with discretion (I)
- Experience of influencing and negotiating effectively to achieve desired outcomes (I)
- Proactive and self-motivated with the ability to solve problems (I)
- Strong judgement and initiative with the ability to effectively interpret and apply policies and procedures and make suggestions for improvements (I)
- Ability to work independently, and as part of a team, assessing, managing and prioritising competing demands (I)
- Flexibility to work outside of normal business hours and ability to travel across England visiting apprentices and employers in a timely and efficient manner (A,I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- CLAIT/ECDL or equivalent IT qualification (A)
- Experience of devising systems and mechanisms to engage with distance learners (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage