

JOB DESCRIPTION

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

JOB TITLE:	Apprenticeships Operations Co-ordinator
REPORTS TO:	Senior Manager – Apprenticeships
DEPARTMENT:	Apprenticeships Team, Business Engagement Directorate
GRADE:	NG5

Purpose:

The Apprenticeships Operations Co-ordinator is a pivotal role in the successful delivery of the University of Westminster's apprenticeship programmes. The post holder is responsible for the co-ordination of the non-teaching elements in the University's Apprenticeship Programme, working alongside the academic delivery team, to ensure the best possible experience for apprentices and employers.

The post holder will be the key point of contact at the University for apprentices and employers, ensuring clear communication, expectations and requirements between the apprentice, their employer and the University. As such the post holder will ensure a positive customer and client experience for both the apprentice and employer.

The post holder will be expected to work within Education and Skills Funding Agency (ESFA) rules, ensuring all apprentice portfolios are kept up to date and all aspects of the programme are clearly evidenced.

PRINCIPAL ACCOUNTABILITIES:

1. Undertake 'apprentice review meetings', online or in person, with the apprentice and their employer, discussing their engagement with the programme over the previous period of study, tracking progress and agreeing targets for the next semester in line with University's Review Plans. Ensure that all apprentice reviews take place in line with the agreed Review Plans and are logged, recorded, and stored in accordance with the ESFA Funding Rules and are available for external ESFA and Ofsted audits. With the support of the Customer Support Officer prepare feedback reports after each review cycle and share them with relevant internal stakeholders e.g. Schools, Apprenticeships Board, Quality and Standards.
2. Maintain an in-depth understanding of the Apprenticeship Standard requirements, including End Point Assessment. Develop and continuously improve the University's Review Plans for existing and new apprenticeship programmes ensuring the degree award, Apprenticeship Standard and End Point Assessment requirements are taken into consideration.
3. Become familiar with specific End Point Assessment requirements, using this knowledge to guide and advise apprentices and employers through process with the aim of increasing successful completion of the apprenticeship programme. Work with End Point Assessment Organisations and apprentice employers to arrange a seamless Gateway: collate and share the required documentation and evidence to allow progression to the final apprenticeship assessment.

4. Plan, organize and conduct apprenticeship induction sessions for all new apprentices to clearly communicate the requirements and expectations of the programme. You will be expected at the beginning of any apprenticeship to agree and record an individualised learning plan, set clear milestones and targets and enable all components of the training programme to be reviewed on an ongoing basis.
5. With the support of the Customer Support Officer work with the academic teams and registry teams to ensure timetables and specific training information are communicated to the apprentices and their employers.
6. With the support of the Customer Support Officer develop and maintain up to date content on the University's online apprenticeship platform (that will be used by internal and external stakeholders) to: monitor and maintain excellent apprentice records; maintain data for Individual Learner Record (ILR) data returns; report on apprentice attendance, progression and development; help develop and curate the apprentice learning experience; evidence apprenticeship delivery for ESFA and Ofsted audits.
7. Contribute together with the Senior Manager – Apprenticeships, Academic Team, and the third-party End Point Assessors to the development of effective systems and processes, with specific focus on ensuring a well evidenced apprentice journey to facilitate internal and external assessment requirements.
8. Assist the Senior Manager- Apprenticeships to undertake regular programme progress reviews to ensure that the apprenticeship programme continues to meet the needs of employers and apprentices and is delivered in line with published Standards: engage internal and external stakeholders; share feedback from apprentices and employers.
9. To assist with the production of management summary reports as directed by Senior Management, and to assist with the preparation of data to ensure accurate management reporting.
10. Undertake any other duties as appropriate within their competence, as required from time to time including providing cover for colleagues when on leave.

Context:

The Apprenticeships Operations Co-ordinator works in the Apprenticeships Team which is a key component of the University of Westminster's Business Engagement Directorate. Alongside the Apprenticeships Team, the Business Engagement Directorate includes the Student Enterprise Centre, Short Courses and Alumni Relations teams. The Business Engagement Directorate is tasked with embedding business engagement across the university's operations, in the lead up to the opening of a new inclusive centre for enterprise and innovation at 29 Marylebone Road that will be highly visible "front door" for businesses to access services, training and student talent available through the University.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

Dimensions

- Employer and apprentice engagement
- Ensuring apprentices' records are fully completed and compliant with external regulations.
- Assist in the delivery of Apprenticeship strategic objectives

Key Relationships

- Colleagues in the Apprenticeship Team
- Key colleagues across Professional Services
- Academic colleagues involved in developing and/or delivering apprenticeships
- Prospective and existing apprenticeship employers

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> • A degree or equivalent experience 	
Training and Experience	<ul style="list-style-type: none"> • Demonstrate experience of working in a Higher Education environment, with a strong customer service/relationship- building focus. • Working knowledge and understanding of Apprenticeships within a Higher Education Environment, including understanding of associated regulations • Knowledge and experience of apprenticeship regulations for training providers/ Universities • Experience of working on apprenticeships • Evidence of working in a customer facing role where high levels of customer service are required. • Evidence of relevant experience of working in a team-based office in an administrative role requiring the processing of high volumes of work and whilst maintaining attention to detail. • Highly IT literate with excellent MS Office skills • Experience working with data and understanding of GDPR regulations • Successful experience of guiding others through specific regulations and processes • Demonstrable experience of being able to 	<ul style="list-style-type: none"> • Experience of working in a large and complex organisation.

	interpret regulations and apply them in practice.	
Aptitude and abilities	<ul style="list-style-type: none"> • The ability to work independently and autonomously whilst also being good team-player. • Be able to grasp new things quickly, resourceful and proactive. • Confident at having external meetings with stakeholders • Comfortable with having difficult conversations internally and externally and escalating for resolution where necessary • Demonstrate cultural sensitivity and cross-cultural communication skills. • Demonstrate good interpersonal skills, including proven verbal and written communication skills, including formal presentation skills. • Demonstrate a positive and professional approach • Demonstrate excellent administrative skills, with the ability to plan, prioritise and deliver a complex and varied work schedule to tight deadlines. • Have strong numeracy skills and the ability to apply them effectively in range of practical administrative situations. • Show evidence of IT fluency across a wide range of standard administrative software applications. 	<ul style="list-style-type: none"> • Knowledge of student records systems (SITS). • Experience of a finance management system (such as Agresso).
Personal Attributes	<ul style="list-style-type: none"> • Self-motivated with a flexible positive attitude • Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable 	

	<ul style="list-style-type: none">• Able to deal effectively with unexpected situations, taking advantage of opportunities and overcoming problems• Ability to project and promote a confident, responsible and resilient attitude.• Well planned and organised, both personally and as a team member, being able to break down a course of action into smaller steps and making allowance for any challenges• Demonstrate the ability to work to high professional standards and tight deadlines• Ability to work well under pressure on own initiative and as part of a busy team• Must share and exemplify the University's values• A credible and persuasive approach• Willingness and flexibility to adapt working hours according to operational needs as required	
--	---	--