

CANDIDATE PACK

Apprenticeships Administrator

Business Engagement and Graduate Futures
Directorate

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Digital and Technology Services
- Estates
- Finance and Commercial Activities
- Global Engagement
- Global Recruitment, Admissions, Marketing and Communications
- Graduate School
- People, Culture and Wellbeing
- Research and Knowledge Exchange Office
- Strategy, Planning and Performance
- Student and Academic Services
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Apprenticeships Administrator

Reports to: Apprenticeships Co-ordinator

Department: Business Engagement and Graduate Futures

Directorate

Grade: NG3

ROLE PURPOSE

The Apprenticeships Administrator will provide outstanding administrative support to the University's apprenticeships team, helping to ensure all apprentices and their employers receive an excellent customer experience. This is an important role through which the team can be confident of continuing to build its reputation as a provider of excellent apprenticeship programmes.

The post holder will be expected to work within the Education and Skills Funding Agency (ESFA) rules, ensuring all apprentice data and documentation is kept up to date and clearly evidenced and to support the University's preparations for an Ofsted inspection. The post holder will be required to develop and maintain proficient use of apprenticeship platforms and other University systems required to deliver apprenticeships.

PRINCIPAL ACCOUNTABILITIES

1. Process apprenticeship applications in SITS and Aptem with the supervision of the Apprenticeships Co-ordinator. Communicate clearly and in a timely manner with applicants and academic colleagues to resolve any outstanding matters.
2. Provide administrative support for apprenticeship programmes: ensuring Gateway documentation is collected from learners and shared with End Point Assessment Organisations, report on tri-partite reviews delivery, report on apprentice attendance, keeping apprentice records up-to-date, follow up on missing documentation and provide third parties with apprenticeship documentation.
3. Support the team in providing an outstanding level of service to employers and apprentices throughout the whole of their journey from point of enquiry to completion of programme which includes responding to enquiries from learners in a timely manner.
4. Maintain a working understanding of the Education and Skills Funding Agency (ESFA) Funding Rules and ensure all work complies with the ESFA rules: ensure efficient and accurate collation of apprenticeship data and documentation and maintain evidence packs for ESFA audits.
5. Support the team to ensure apprenticeship data and



documentation is accurate to support an Ofsted inspection.

6. Assist the team in uploading and monitoring content to the apprenticeships platform, sending communications to employers and apprentices and running engagement reports to assist the team in monitoring compliance.
7. Co-ordinate communications between the apprenticeships team and other internal and external stakeholders: to include setting up meetings, taking minutes, collating papers and other administrative tasks.
8. Maintain the apprenticeship team SharePoint site, uploading documentation, adding news events and ensuring colleagues have access to high quality materials and information.
9. Provide administrative support to raise both the internal and external profile of the University's apprenticeship portfolio at events and open days.
10. Undertake any other duties as appropriate within their competence, as required including providing cover for colleagues when on leave.

CONTEXT

The Apprenticeships Administrator provides administrative support to the University's Apprenticeships Team in the University of Westminster's Business Engagement and Graduate Futures Directorate.

The Business Engagement and Graduate Futures Directorate leads on the University's employability, alumni and business engagement strategy and operations. The Directorate is responsible for the launch and successful operation of Zone29, a centre for enterprise and career success which will transform student outcomes and external engagement.

Colleagues in the Business Engagement and Graduate Futures Directorate work closely with academic and professional service colleagues to deliver relevant parts of the University's Being Westminster strategy as well as the University's Business Engagement Strategy, Employability Strategy, Research and Knowledge Exchange Strategy and Apprenticeships Strategy.

The Directorate makes an important contribution to improving the University's Graduate Outcomes performance, a national survey which monitors the career destinations of UK higher education leavers. Our work also supports the delivery of the University's Access and Participation Plan (APP), ensuring Home students from disadvantaged backgrounds have equal opportunities to access, succeed in and progress from higher education. In addition, the Directorate's delivery of careers and enterprise activities in the curriculum contributes to the Teaching Excellence Framework, which measures the University's quality of teaching. Activities within the Directorate include short courses, apprenticeships, careers and enterprise support, alumni relations, employer engagement and management of the Zone29 building.



The Apprenticeships team provides support for apprentices and employers from onboarding through to successful achievement of the End Point Assessment (EPA). The team works with our employer partners to secure apprentices for the University's programmes, managing the admissions process in line with ESFA requirements. The team supports apprentices to understand the requirements of their apprenticeship, monitoring compliance with Off the Job Training, progress reviews, EPA preparation and changes of circumstance. The team works closely with colleagues across professional services to ensure the University's systems and processes support compliant and high-quality apprenticeship delivery, and provides advice and support to academic colleagues who deliver apprenticeships.

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

- Providing excellent customer and administrative support
- 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 apprentices and apprenticeship employers



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- A level or equivalent experience

Desirable

- A degree or equivalent experience

TRAINING AND EXPERIENCE

Essential

- Experience of working in a team
- Recent experience of working in customer service and delivering a high standard of customer care
- Experience of working in an administrative position requiring the processing of high volumes of work and whilst maintaining attention to detail.

Desirable

- Experience of working in Higher Education
- Knowledge of ESFA funding rules
- Experience of supporting apprenticeships activities in a training provider

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong oral and written communication skills and the ability to successfully communicate with colleagues from a range of different professional and technical disciplines
- Strong attention to detail
- Ability to establish good working relationships with employers, colleagues, students and external bodies
- Ability to use tact and discretion when working with sensitive and personal issues
- Ability to work under pressure as part of a busy team
- A proactive approach to problem solving
- Good IT skills
- 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.
- Ability to project and promote a confident, responsible and resilient attitude.
- Demonstrate the ability to work to high professional standards and tight deadlines
- Must share and exemplify the University's values
- A credible and persuasive approach



- At peak periods, it may be necessary to work outside normal working hours.

Desirable

- Knowledge of, and experience of working with, student records systems (SITS).



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 31 August 2026

Interviews will take place on 10 September 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

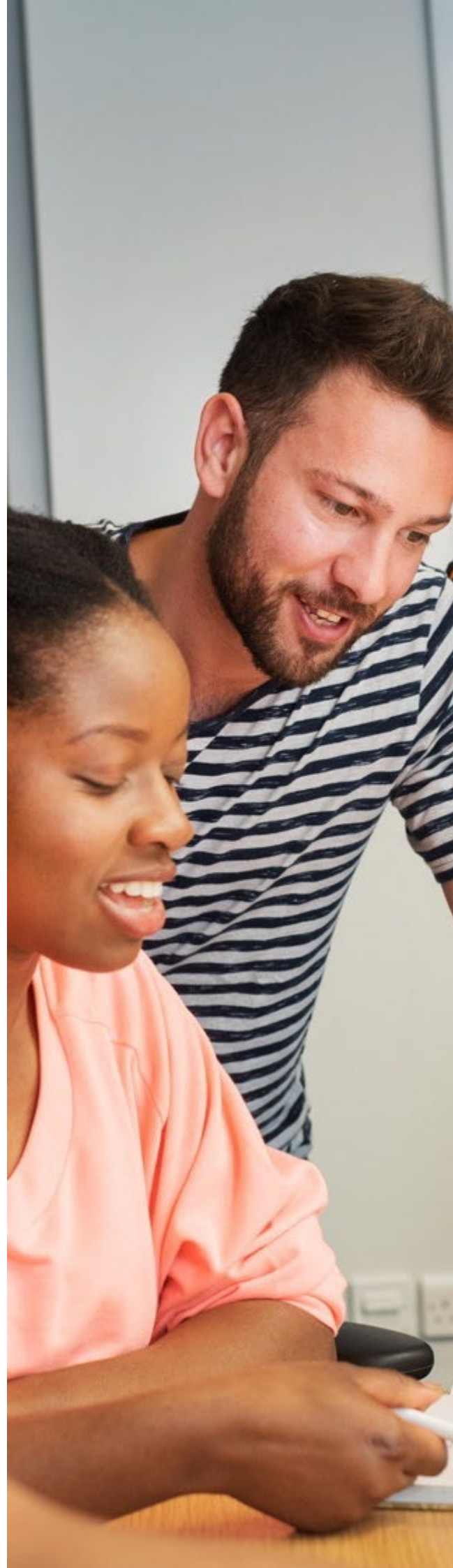
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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