

## JOB DESCRIPTION

### SECTION 1

#### BASIC DATA

<b>Job Holder:</b>		<b>Job Title:</b>	Programme Manager
<b>Reports to:</b>	Head of Apprenticeships	<b>Location:</b>	London
<b>Department:</b>	Apprenticeships	<b>Job Family:</b>	Team Leader and Specialist

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### SECTION 2

#### ORGANISATION STRUCTURE

Please see Appendix A attached.

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### SECTION 3

#### OVERALL JOB PURPOSE

The post holder will be responsible to the Head of Apprenticeships for the day-to-day operational management of apprenticeship programmes at degree-level and Masters-level and for a range of co-ordination and administrative functions within the apprenticeships area.

#### SIZE/DIMENSIONS

The role has no direct reports.

### SECTION 4

#### PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of The London Institute of Banking & Finance the post holder will:

- Work with the Head of Apprenticeships, Programme Director and other colleagues to ensure that the apprenticeship programmes offered by The London Institute of Banking & Finance (LIBF) are effectively organised and delivered.
- Act as primary point of contact for learners and members of academic staff with regard to administrative matters relating to apprenticeship programmes.
- Be responsible for the provision of learner support, advising learners and responding to queries on an individual basis both remotely and face-to-face.
- Organise face-to-face workshops, including but not limited to booking rooms, co-ordinating audio visual requests, monitoring and recording attendance, collating and analysing learner feedback, and producing workshop documentation such as handouts, registers etc.

- Co-ordinate and facilitate online webinars, including but not limited to timetabling sessions, booking rooms, monitoring and recording attendance etc.
- Oversee and maintain the Virtual Learning Environment (VLE) for apprenticeship programmes, including recording learner online participation and ensuring any follow-up action is undertaken.
- Liaise with, advise and support learners in cases of extenuating personal circumstances, ensuring any follow-up action is undertaken.
- Co-ordinate the production and dissemination of programme materials (handbooks, timetables etc), ensuring these are regularly reviewed and updated to the appropriate schedule.
- Review and record learner performance and progression during the course of each programme.
- Maintain and co-ordinate effective procedures for learner feedback, including the analysis and presentation of learner survey results.
- Input to and support on the development and running of employer events and induction events for new apprentices.
- Where required, act as a point of contact for employers and training partners.
- Attend Assessment Board meetings, review meetings, relevant working groups and other committees as required including, where applicable, drafting agendas, taking minutes and ensuring follow-up action is undertaken.
- Support the Head of Apprenticeships in the compilation and submission of documentation for the purposes of internal and external quality assurance and enhancement.
- Undertake any administration required to ensure the smooth running of the apprenticeships area.

To contribute to the efficient development, management and promotion of apprenticeships within The London Institute of Banking & Finance, the post holder will:

- Develop and maintain a good working relationship with staff across a range of departments.
- Maintain a good working relationship with external partner organisations.
- Support learners, academic staff and external partners.
- Contribute to and support the development of new initiatives and enhancements to grow LIBF's apprenticeship offering.
- Undertake any other duties that may reasonably be required.

#### **CONTACTS AND INFLUENCE EXERCISED**

- The post holder will attend meetings and/or be a member of any committee as may be relevant to their role.
- The post holder will be directly responsible to the Head of Apprenticeships. Practical day-to-day operational matters will be managed in conjunction with various partners where relevant.

#### **DECISIONS**

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	X
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	
Has impact on department objectives	X
Has impact on The London Institute of Banking & Finance objectives	

**DEFINITION /CLARITY**

N/A

**ANY ADDITIONAL FEATURES OF NOTE**

None

**PERSON SPECIFICATION**

**Job Title:** Programme Manager  
**Reports to:** Head of Apprenticeships  
**Department:** Apprenticeships

<b>Qualifications, knowledge and professional memberships</b>	<b>Essential / desirable?</b>	
First degree or equivalent qualification	E	
Prior experience of working in a programme management, student support or executive support role	E	
Understanding of the higher education landscape	E	
Prior experience of supporting professional students and/or apprentices, particularly at a higher level	D	
Awareness of current and recent developments and debates within the apprenticeships environment	D	
Awareness of the current financial services environment	D	
<b>Technical competencies (skills and experience)</b>	<b>Essential / desirable?</b>	
Strong administrative and organisational abilities	E	
Excellent attention to detail and a high level of accuracy	E	
Ability to prioritise, organise own workload and work to tight deadlines	E	
Strong customer orientation	E	
Excellent written and spoken communication skills (both face-to-face and telephone)	E	
Ability to work independently and as a member of a team	E	
Good IT skills, both in terms of understanding the potential of technology to support learning and in the use of relevant office software packages	E	
<b>Core Competencies</b> (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	<b>Essential / desirable?</b>	<b>Step</b>
<b>Values</b>		
Listening and Learning	E	2-1
Innovation	E	1
Support	E	1
Transparency	E	1
Collaboration	E	1
<b>Skills and Experience</b>		
Business thinking	E	1
Getting things done to achieve results	E	2
Customer Experience	E	2
Managing quality standards	E	2
Applying judgement and taking decisions	E	1-2
Managing individuals and teams (line managers only)	N/A	N/A

Signed .....

Date ..... JOB HOLDER

Signed .....

Date ..... LINE MANAGER

