

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder:		Job Title:	Senior Apprenticeships Officer
Reports to:	Head of Apprenticeships	Location:	London
Department:	Apprenticeships	Job Family:	Team Leader and Specialist

SECTION 2

ORGANISATION STRUCTURE

TBC

SECTION 3

OVERALL JOB PURPOSE

The post holder will work closely with the Head of Apprenticeships and Programme Manager, playing a key role in the effective administration and delivery of The London Institute of Banking & Finance (LIBF) degree-level apprenticeship programmes.

SIZE/DIMENSIONS

The role has no direct reports.

SECTION 4

PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of LIBF the post holder will:

- Contribute to the delivery and smooth running of operational activities for LIBF apprenticeship programmes.

- Provide high quality and professional administrative support across the LIBF apprenticeship portfolio.
- Provide support to apprentices, responding promptly, professionally and accurately to enquiries and requests for information.
- Support in the co-ordination of all teaching (both face-to-face and online), liaising with academic colleagues, to ensure a high standard of delivery and compliance with LIBF regulations and policies.
- Co-ordinate and facilitate workshops (both face-to-face and online) and online webinars, including but not limited to booking rooms, handling audio visual requests, timetabling sessions, monitoring and recording attendance, addressing and (where appropriate) escalating issues, collating and analysing apprentice feedback, and producing documentation such as handouts, registers etc.
- Work alongside colleagues to ensure that the Virtual Learning Environment (VLE) is populated with the correct information and maintained with relevant and up-to-date programme materials.
- Contribute to the maintenance of apprentice records and information including apprentice attendance, progression, assessment results etc.
- Attend briefing and review meetings, relevant working groups and other committees as and when required, including, where applicable, drafting agendas, taking minutes and ensuring follow-up action is undertaken.
- Assist in maintaining and updating handbooks and procedures.
- Support the Head of Apprenticeships, as required, in the compilation of client and management information.
- Support on the running of employer events and induction events for new apprentices.
- Act as a point of contact for employers and training partners where required.

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 apprentices, 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: Senior Apprenticeships Officer
Reports to: Head of Apprenticeships
Department: Apprenticeships

Qualifications, knowledge and professional memberships	Essential / desirable?	
First degree or equivalent qualification	E	
Prior experience of working in a student support, executive support, administrative or similar role	E	
Understanding of the higher education landscape	E	
Prior experience of supporting professional students and/or higher level apprentices	D	
Awareness of current and recent developments and debates within the apprenticeship environment	D	
Awareness of the current financial services environment	D	
Technical competencies (skills and experience)	Essential / desirable?	
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/remote)	E	
Ability to work independently and as a member of a small 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	
Core Competencies (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)	Essential / desirable?	Step
Values		
Listening and Learning	E	2-1
Innovation	E	1
Support	E	1
Transparency	E	1
Collaboration	E	1
Skills and Experience		
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

Signed

Date JOB HOLDER

Signed

Date LINE MANAGER