

## JOB DESCRIPTION

### SECTION 1

#### BASIC DATA

<b>Job Holder:</b>		<b>Job Title:</b>	Programmes Officer
<b>Reports to:</b>	Head of Apprenticeships	<b>Location:</b>	Home-Based/London
<b>Department:</b>	Apprenticeships	<b>Job Family:</b>	Support

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### SECTION 2

#### ORGANISATION STRUCTURE

See Appendix A

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### SECTION 3

#### OVERALL JOB PURPOSE

The post holder will play 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.

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### 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 and online sessions; handling audio visual requests; timetabling sessions; monitoring and recording attendance; supporting academic colleagues during workshops and webinars; administering online breakout rooms; acting as a point of contact for apprentices via the online chat function; addressing and (where appropriate) escalating issues; collating, analysing and disseminating 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, e.g. workshop and webinar materials (slides, timetables, activity packs, recordings etc).
- Contribute to the maintenance of apprentice records and information including apprentice attendance.
- Liaise with, advise and support apprentices in cases of extenuating personal circumstances, ensuring any follow-up action is undertaken.
- 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 LIBF, the post holder will:

- Develop and maintain a good working relationship with staff across a range of departments.
- Support apprentices, academic staff and external partners.
- Maintain a good working relationship with external partner organisations.
- Undertake any other duties that may reasonably be required.

**CONTACTS AND INFLUENCE EXERCISED**

- The post holder will attend meetings 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**

The post holder may, on occasion, be required to attend employer offices (for example, to facilitate in-person workshops, support induction events etc).

**PERSON SPECIFICATION**

**Job Title:** Programmes Officer  
**Reports to:** Head of Apprenticeships  
**Department:** Apprenticeships

<b>Qualifications, knowledge and professional memberships</b>	<i>Essential / desirable?</i>	
Prior experience of working in degree programme administration or a student support role in a university setting	E	
Understanding of the higher education student 'life cycle' and administrative support required to deliver an outstanding experience	E	
Honours degree/equivalent qualification or experience relevant to this post	E	
Knowledge and understanding of apprenticeships, particularly at a higher level	D	
Knowledge of and interest in the banking and finance industry	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	
Enthusiasm and ability to swiftly assimilate new knowledge and information	E	
Ability to prioritise, organise own workload and work to tight deadlines	E	
Professionalism and a strong customer orientation	E	
Ability to work independently and flexibly, as well as being part of a small team, taking initiative to solve problems	E	
Demonstrable IT competency and good working knowledge of Microsoft Office (particularly Excel and Outlook), as well as the ability to learn new systems	E	
Experience in/knowledge of working with a virtual learning environment	D	
<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>Core for all employees</b>
<b>Values</b>		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
<b>Skills and Experience</b>	<b>Essential / desirable?</b>	<b>Core or Enhanced</b>
Communicating effectively	E	C

Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed .....

Date ..... JOB HOLDER

Signed .....

Date ..... LINE MANAGER

