

JOB DESCRIPTION

SECTION 1

BASIC DATA

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|--------------------|-------------------------|--------------------|--|
| Job Holder: | | Job Title: | Senior Apprenticeships Operations Officer |
| Reports to: | Head of Apprenticeships | Location: | Home-Based/London |
| Department: | Apprenticeships | Job Family: | Team Leader and Specialist |

SECTION 2

ORGANISATION STRUCTURE

To be confirmed

SECTION 3

OVERALL JOB PURPOSE

The post holder will support the growing apprenticeships portfolio at degree-level, providing a comprehensive range of high-quality administrative support to ensure that all aspects of the day-to-day apprenticeship activities operate efficiently and effectively, and the quality of our provision is maintained.

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 (LIBF) the post holder will:

- Develop, implement and review operational processes that support the on-going delivery of apprenticeship provision, meet internal and external regulatory requirements, and respond to stakeholders' needs.
- Embed systems and processes to ensure LIBF's compliance with the Education & Skills Funding Agency (ESFA), Ofsted and relevant LIBF policies and procedures in relation to apprenticeship provision.
- Provide support to the Head of Apprenticeships and other LIBF colleagues in ensuring that high-quality administrative processes are operating across the apprenticeship provision, including but not limited to initial assessment, on-boarding of apprentices, course evaluation, functional skills, tripartite progress reviews and end-point assessment (EPA).
- Maintain up-to-date knowledge of developments within the ESFA apprenticeship funding rules and any other regulatory body which impacts on our apprenticeship delivery.
- Develop, where appropriate, contribute to and follow processes and systems for tracking, monitoring and disseminating apprentice progress, timely completion and success, including but not limited to attendance records, qualification results, apprentice and employer feedback, tripartite progress reviews, end-point assessment and functional skills.
- Support colleagues in the preparation and submission of institutional applications related to apprenticeship provision, such as the Register of Apprenticeship Training Providers, and ensure readiness for internal and external audits and reviews.
- Contribute to the development of resources that will support the delivery of apprenticeship provision, such as handbooks, guidance and training resources.
- Be responsible for the co-ordination and maintenance of departmental action plans, logs and other relevant operational resources and records.
- Administer the EPA process including but not limited to registering apprentices with the EPAO, monitoring responses from the EPAO, assisting personal tutors/assessors with uploading evidence to EPAO portals, collating documents, ensuring adherence to post-gateway schedules, providing administrative support to personal tutors, booking final assessments and escalating issues as appropriate.
- Complete regular reviews and scrutiny checks to identify and resolve any gaps or omissions to ensure apprentice progress, attainment and completion.
- Handle internal and external enquiries, ensuring high quality advice is given in a timely and professional manner.
- Undertake additional administrative duties to support the apprenticeships team.

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, LIBF 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

This role is home-based. However, the post holder would be expected to attend the London office, if required, for on-site meetings.

PERSON SPECIFICATION

Job Title: Senior Apprenticeships Operations Officer
Reports to: Head of Apprenticeships
Department: Apprenticeships

| | | |
|--|-------------------------------|-------------------------------|
| Qualifications, knowledge and professional memberships | <i>Essential / desirable?</i> | |
| Educated to degree-level or equivalent relevant professional experience | E | |
| Experience of working within an apprenticeship training provision (ideally at degree-level) | E(D) | |
| Knowledge of ESFA apprenticeship funding and performance management rules and methodology | E | |
| Understanding of EPA processes and procedures | E | |
| Excellent standard of literacy, numeracy and IT skills (Microsoft Office and, in particular, Microsoft Excel) | E | |
| Experience of working in a UK higher education 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 | |
| Professionalism and a strong customer orientation | E | |
| Ability to work independently and flexibly, as well as being part of a small team | E | |
| Ability to identify problems and recommend appropriate solutions | E | |
| Effective communication skills (both written and oral) and the ability to provide guidance to different audiences | 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? | Core for all employees |
| Values | | |
| Collaboration | E | C |
| Adaptability | E | C |
| Innovation | E | C |
| Integrity | E | C |
| Support | E | C |
| Skills and Experience | Essential / desirable? | Core or Enhanced |
| 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