

### JOB DESCRIPTION

<b>Job Title:</b>	Apprenticeship Services Team Leader
<b>Department:</b>	Apprenticeships
<b>Contract:</b>	Full-time, permanent
<b>Salary Range:</b>	£26,715 - £30,046 p.a.
<b>Salary Grade:</b>	SS4
<b>Report To:</b>	Director of Apprenticeships
<b>Job Purpose:</b>	<p>To lead a team to achieve operational objectives in alignment with the UCB apprenticeship strategy.</p> <p>To ensure collaborative working with colleagues and UCB schools to ensure funding agency compliance throughout the employer and apprentice journey.</p> <p>To work as the Team Leader, supporting the Operations and Business Development Managers and the Learning and Skills Development Coach (LSDC) team to consistently implement and monitor the required processes and procedures required for a range of stakeholders.</p> <p>To analyse and report to the Director of Apprenticeships on trends and issues of concern which put UCB funding at risk.</p>
<b>Main Duties &amp; Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. To instruct and guide a small team in maintaining accurate and timely data included in all evidence files, ensuring compliant and accurate ILR monthly uploads.</li> <li>2. To regularly review the funding agency rules and regulations plus any ad hoc communications, to support the Apprenticeship Service Officers in understanding and implementation.</li> <li>3. To support the LSDC's ways of working using internal operating procedures, reporting issues of concern and good practice to the Operations Manager.</li> <li>4. To work closely with the Business Development Manager to approve employer's digital account cohorts and to ensure effective working relationships with current and potential new employers at various stages of the employer-apprenticeship journey.</li> <li>5. To carry out a range of administrative tasks associated with apprenticeships, assessment regulations, end point assessment and UCB wide procedures.</li> </ol>

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	<ol style="list-style-type: none"> <li>6. To use UCB in-house systems to track requests for Functional Skills interventions by the Learning Services Tutors; to ensure that claims for certification are accurate and timely.</li> <li>7. To use own initiative and organisational skills to meet deadlines set by internal and external stakeholders.</li> <li>8. To maintain current understanding of the apprenticeship policy in order to provide clear information, advice and guidance to teams.</li> <li>9. To support the Operations Manager in booking rooms and resources to support the delivery of high quality apprenticeships.</li> <li>10. To refer apprentice and employer enquiries to apprenticeship colleagues and University specialist advisors in a timely manner, as appropriate.</li> <li>11. To ensure all apprenticeship delivery components are achieved and claimed liaising with other UCB departments, as necessary.</li> <li>12. To support LSDCs to enrol learners on University programmes that will meet their needs and their employers' needs.</li> <li>13. To make recommendations to the Director of Apprenticeships to increase the effectiveness and efficiency of the apprenticeship service team.</li> <li>14. To attend meetings, training sessions and events that will encourage the development and growth of the service.</li> <li>15. To work with LSDCs to upload EPA gateway documents to a variety of portals/systems.</li> <li>16. To ensure a proactive approach to Safeguarding, PREVENT and British Values throughout the apprentices journey.</li> <li>17. To monitor Health &amp; Safety requirements and annual employer reports, as required; to carry out relevant duties and responsibilities under the Health &amp; Safety at Work Act 1974 and associated legislation.</li> <li>18. To ensure practice is in line with the requirements of the General Data Protection Regulations.</li> <li>19. Any other duties commensurate with the nature and grade of the post.</li> </ol>
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**PERSON SPECIFICATION**

<b>Post:</b>	Apprenticeship Services Team Leader	<b>Weighted criteria</b>
<b>Experience:</b>		
1	Experience of apprenticeship delivery in an education or training setting.	X
2	Experience of leading a team and delivering expectations.	
3	Experience in a client-facing role, building productive professional relationships.	
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<b>Skills &amp; Abilities:</b>		
6	Excellent oral and written communication skills; the ability to produce relevant and effective reports.	
7	Ability to lead and motivate a small team; working collaboratively with internal and external stakeholders.	
8	Strong organisation, administrative and IT (Microsoft Office) skills, with accuracy and the ability to multi-task.	X
9	Ability to respond positively to targets and deadlines, and ensure that others deliver to expectations.	
10	Ability to use tools available (e.g. apprenticeship performance management software) to monitor and enhance performance.	X
<b>Education &amp; Qualifications:</b>		
11	Minimum level 3 qualification (e.g. A-level, BTEC, NVQ, Advanced Apprenticeship).	
12	Maths and English qualifications at minimum level 2 (equivalent to GCSE grade C/4).	
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<b>Training &amp; Professional Development:</b>		
16	Demonstrated commitment to continuous professional development and a willingness to participate in further training to support the post.	
17	Knowledge of apprenticeship funding and ESFA compliance requirements.	X
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<b>Other:</b>		
21	Flexible approach to work in line with the needs of the service.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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