

**Job Title:** Apprenticeship Officer

**Grade:** 6

**Salary:** 33,002 to £37,694 per annum

**Department:** Global Partnerships Division – Apprenticeships Team

**Hours/Contract:** Full-Time, Permanent

**Job Family:** Management and Administration

**Reference:** 12341

## Role Purpose

As a member of the Global Partnerships – Apprenticeships Team, you will work closely with Colleges, Schools and a variety of central professional service teams. The role will closely link into the admissions, student records and planning teams. You will provide an excellent service and administrative support for apprenticeship and partnership-based courses within University of Leicester.

Responsible for maintaining the ILR, central processes and administrative activities throughout the lifecycle of an Apprentice/student, from initial enquiry through to alumni, including responsibility for assessment, timetabling and monitoring Apprentice/student progression and engagement.

The post-holder will be responsible for supporting apprenticeship activities and administration. This is a hybrid role that will require the post holder to work across the University of Leicester campus and remote on a weekly basis.

## Main Duties and Responsibilities

### Records and Planning

- Responsible for the monthly ILR submission process in line with the DfE timetable and reporting cycle. Ensure ILRs are clean and processed to the highest standard. Liaise with other Operational delivery teams to clean and fix data errors or compliance risks.
- Quality assurance of apprentice data held ensuring that it is accurate and meets correct funding requirements (ILR & PDSAT & FRM) and meets data integrity checks carried out by our External Funding Provider Audits and the DfE auditors.
- To process breaks in learning and apprenticeship changes on the ILR, working with stakeholders to ensure accuracy.
- To use and review the monthly PDSAT & FRM reports and to verify the data integrity checks conducted by the external auditors. Review the Apprenticeship Accountability Framework on a monthly basis alongside the Academic Services Manager (Degree Apprenticeships).
- Review and check other internal systems such as SITS, Learner Entry Tool and PebblePad for consistency and completeness of evidence requirements.
- To provide monthly reconciliation on all Apprenticeship income to the Fees & Income team.
- Retain full and up to date awareness of Government Funding and ILR Guidance utilising external connections and attending events/webinars





## Apprenticeship Administration

- Supporting student lifecycle processes for all apprenticeship student intakes in an operational capacity where necessary ranging from enrolment to award.
- Support organising tripartite meetings and tracking of Off-the-job hours, between the Apprentice/student, their employers, and the apprenticeship tutor, ensuring the apprenticeship tutor has all the information required to conduct the meeting.
- Support the Global Partnerships Manager (Degree Apprenticeships) in the preparation and distribution of employer contracts for services.
- Administration of the apprenticeship systems: DAS, Learner Record Service, MYESF (ESFA Contractual management) and Submit Learner Data hub, Assessment Service.
- To work with End Point Assessment organisations and claim certificates in line with End Point Assessment legislations.
- Working with the Global Partnerships Manager (Degree Apprenticeships) to implement an audit schedule, keeping information and documentation up to date, in order to prepare for internal and external (DFE, Ofsted) audit requirements
- Other administrative work as when required such as servicing committees and groups, preparing papers, taking minutes and actions etc

## Internal and External Relationships

- Regular contact with the school Business Administration Managers
- Regular contact with students to answer queries
- Regular contact with partners/employers
- Regular contact with other administrative staff as part of the shared School support structure as well as the College and the wider University
- Regular contact with academic and clinical staff members
- Contact with external examiners
- Contact with Apprenticeship Team, Student Records, Planning, Admissions, Lifecycle & Finance

## Planning and Organising

- You are expected to manage your own time and daily activities around given tasks.
- You will be required to work autonomously.
- You will hold primary responsibility for ensuring that deadlines are met.
- You will be responsible for ensuring that staff and students are informed about timetabling arrangements.
- You are expected to organise record keeping to ensure that student progression is monitored closely and facilities reporting to internal and external governing bodies.



## Qualifications, Knowledge and Experience

### Essential

- Educated to A-level or equivalent\* OR significant vocational experience, acquired through a combination of job-related vocational training and significant career-based experience\*
- Be an expert with up to date working knowledge of the current UK apprenticeship legislation/regulations, key agencies and DfE funding rules/contractual obligations with substantial experience of data and compliance requirements. \*
- Experience of data input and accurate record-keeping\*
- Experience of effectively completing the ILR in line with DfE regulations\*
- Previous experience working as an administrator in a busy environment
- Experience of effectively multi-tasking and prioritising a busy workload\*
- Experience of appropriately managing confidential and sensitive information\*
- Experience of delivering customer service excellence\*
- Experience of taking minutes and supporting committees \*

### Desirable

- Knowledge of committee administration and process improvement.\*
- Relevant work experience in Apprenticeship based education\*
- Experience of collecting, manipulating and analysing data/information particularly through Excel\*
- Experience of supervision of administrative staff
- Experience of working in a University

## Skills, Abilities and Competencies

### Essential

- Ability to understand and comply with relevant internal/external policies and procedures in the workplace
- Ability to work to tight deadlines and use judgement and initiative to prioritise workload.
- Strong organisational and record keeping skills
- Proficient in using Microsoft Office, in particular Microsoft Excel
- Excellent accuracy and attention to detail\*
- Good communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of university staff, students and agents\*
- Ability to work as both as a member of a team whilst also demonstrating independent working and initiative



- An understanding of the importance of meeting customer needs and providing a high quality service
- A willingness to be flexible towards duties and adaptable to change
- Excellent electronic diary management skills, including ability to manage multiple rapidly-changing and complex diaries
- Excellent organisational and planning skills, including workflow management and project planning ability
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach
- A 'self-starter' with a pro-active approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail

## Desirable

- Working knowledge of relevant University systems e.g. SITS, CMIS processes and procedures

***\*Criteria to be used in shortlisting candidates for interview***

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of





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## Job Summary

high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.



**AWARDEE  
ORGANISATION**

