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| Job Description |

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| Job Title | Apprenticeship Compliance Co -Ordinator, Full Time (Temporary position)  |
| Reporting to | Apprenticeship Compliance Manager |
| Purpose of Role | Co-ordination of apprenticeship data, to include accurate data entry, tracking and reporting |
| Key Areas of Responsibility | * Check and input apprentice data ensuring compliance with applicable Funding Rules and data protection requirements
* Run performance reports from management information system (PICS)
* Assist with collation and reconciliation of invoice and finance information
* Be responsible for the adminstration of withdrawals and completions, including:
* checking that records are compliant with Funding Rules
* correspondence with learner and employer
* updating relevant systems
* updating staff
* Assist with internal audits to ensure ESFA compliance is being met
* Assist with the production and issuing of employer and apprentice paperwork
* Complete, issue and track apprenticeship documentation
* Communicate with both internal and external stakeholders
* Maintain auditable processes to ensure compliance. This includes working through ESFA reports and data queries and updating relevant systems in line with requirements.
* Assist with CLS enrolments by sending routine correspondence to apprentices and employers
* Track, check and log enrolment information and chase applicants for information where necessary to assist the timely flow of the enrolment process
* Contact applicants by phone to check information relating to eligibilty
* Notify promptly the Senior Apprenticeship Administrator of any learners with Learner support requirements
* Assist in compiling and distributing new starter information to delivery team
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| Customer Service | * Deliver a high level of customer service in both written and verbal communication
* Deliver customer service in line with Customer Service Standards
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| Other Areas | * Undertake training consistent with developing skills relevant to those duties and responsibilities of the role.
* Undertake any other duties of a similar level and responsibility as may be required from time to time.
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| Location | * Based in Kempston
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| Person Specification |

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| **Qualifications Skills and Knowledge** |
| Essential | * GCSE Grades A-C in English and Maths or equivalent
* Substantial experience of administration processes
* Effective finisher completer, demonstrating attention to detail and a high level of accuracy
* Flexible and analytical approach to problem solving and willingness to contribute to the work of the team
* High level skills in Microsoft Office applications
* Proven experience of data inputting and running reports from a Management Information System, preferably in an education/work-based learning setting
* Willingness to undertake training to meet high customer service standards
* Demonstrable ability to work to deadlines
* Ability to manage own time effectively and efficiently
* Excellent oral and written communication skills
* Evidence of being able to forge good working relationships with a variety of stakeholders
* Demonstrable commitment to promoting the welfare of students
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| Desirable | * Experience of using PICS is highly desirable
* Level 3 or equivalent qualification in Business Administration
* Knowledge and understanding of apprenticeship frameworks and standards is highly desirable
* Knowledge and understanding of the administration required for government funded training programmes is highly desirable
* Experience of using Individualised Learning Record is highly desirable
* Knowledge and understanding management Information Systems
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| **Behaviour Competencies** |
| Positive Disposition | Meets challenges. Displays a can do attitude. |
| Analytical | Looks objectively at situations and assesses alternatives before coming up with solutions. |
| Innovation | Able to identify problems or alternative methods of working and puts forward ideas for improvement or cost reduction. |
| Flexibility | Is open to the benefits of change, embraces new ideas and not inappropriately rigid about their role. |
| Equality and Diversity Awareness | Able to demonstrate respect and understanding of a range of people irrespective of their race, disability, gender, age, religion, belief or sexual orientation and how they contribute to the success of the organisation. |
| Self Awareness | Understanding oneself to better understand and relate to others. Awareness of own strengths and weaknesses. |
| Team working | Co-operates to meet team goals, willing to help others and shares ideas. |
| Commercial Awareness | Able to think ahead and contribute to the efficiency and well being of the organisation. |