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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 |
| Customer Service | * Deliver a high level of customer service in both written and verbal communication * Deliver customer service in line with Customer Service Standards |
| 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. |
| 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 |
| 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 |
| **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. |