



Apprenticeship Manager	
Reporting to:	Director of Quality
Working Hours:	Full time (37.5 per week)
Salary:	SCP 36 – 40 (£36,735 - £41,388)
Job Code:	PC M2
Annual Leave:	26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas

Job Purpose

The postholder will manage all aspects of the College's apprenticeship offer, leading on quality of apprenticeship provision and ensuring excellent outcomes for apprentices and employers. The postholder will ensure funding compliance and will monitor and maintain the delivery of outstanding timely achievement rates and progression opportunities for students.

Duties and Responsibilities of the job

Main duties:

<ul style="list-style-type: none"> Follow the College's Quality Assurance systems
<ul style="list-style-type: none"> Be responsible for providing and producing Quality Improvement Plan and Self-Assessment Report together with regular updates
<ul style="list-style-type: none"> Gather and monitor feedback from employers and apprentices to ensure satisfaction and continuous improvement
<ul style="list-style-type: none"> Working with the Quality team and Account Management team, ensure that apprentice and employer perception surveys and reviews test strengths or areas for improvements arising from monitoring and tracking
<ul style="list-style-type: none"> Be responsible for monitoring, auditing and sampling delivery components; quality of reviews, ILPs, assessment materials etc
<ul style="list-style-type: none"> Liaising with the Quality team, lead on ensuring the curriculum divisions are fully prepared for external verification
<ul style="list-style-type: none"> Prepare and run interval Internal Verification CPD and events to improve Teaching, Learning and Assessment
<ul style="list-style-type: none"> Liaising with the Director of Quality, plan, prepare and chair Apprenticeship Academic Boards in line with the quality cycle. Support the Director of Quality with Curriculum Focussed Reviews

<ul style="list-style-type: none"> Working with the Head of Teaching and Learning and Curriculum teams, ensure programme intent and implementation meets the outcomes of the apprenticeship standards (knowledge, skills and behaviours) and any qualifications delivered
<ul style="list-style-type: none"> Develop and maintain a staff handbook, branding and key documentation setting expectations for curriculum teams, clearly articulating key processes and planning and leading on a programme of Curriculum Manager and Programme Manager CPD
<ul style="list-style-type: none"> In conjunction with the Director of Quality and Head of Account Management, develop the College Apprenticeship Strategy
<ul style="list-style-type: none"> In conjunction with Head of Account Management and Curriculum Managers, ensure new courses/existing are developed in line with College strategy, meet market demand and need (LMI), including the consideration of any relevant professional body and Institute of Apprenticeship requirements
<ul style="list-style-type: none"> Working with the Account Management team, Curriculum teams and the Marketing team, develop appropriate marketing collateral for apprenticeships (USPs)
<ul style="list-style-type: none"> Develop and maintain collaborative relationships with Curriculum teams, attending division meetings regularly
<ul style="list-style-type: none"> Working with Curriculum Managers, ensure delivery models are responsive to the programme, apprentice and employer need, and are efficient and appropriately resourced
<ul style="list-style-type: none"> Monitor the timely enrolment, start, induction, progress (incl. progress reviews and OTJ hours to agreed targets) and achievement of all apprentices
<ul style="list-style-type: none"> Lead on the improvement and training around the e-portfolio to ensure that it meets the needs of teaching staff, programme and curriculum management and reporting requirements. Set clear expectations for e-portfolio use, that it is fit for purpose and used consistently
<ul style="list-style-type: none"> Work with MIS to develop and refine the data dashboard. Monitor and report on applications, attendance, achievement and other relevant KPIs
<ul style="list-style-type: none"> Maintain and update the cross-college TEAMS/Sharepoint areas to ensure all information is relevant, current with exemplars of good practice
<ul style="list-style-type: none"> Plan, prepare and chair cross-college Apprenticeship meetings
<ul style="list-style-type: none"> Working with the Marketing and Curriculum teams, use of variety of channels and methods to promote awareness, understanding and opportunities including case studies, newsletters and related community engagement
<ul style="list-style-type: none"> Deliver talks, briefings or workshops to a variety of external audiences and age groups to increase awareness and understanding
<ul style="list-style-type: none"> Raise the awareness, profile and value of apprenticeships across cross-college and liaise with the Careers team to develop and deliver cross-college apprenticeship progression events and activities
<ul style="list-style-type: none"> Promote awareness and events targeted around National Apprenticeship Week
<ul style="list-style-type: none"> Represent the college at external conferences, seminars and webinars as required
<ul style="list-style-type: none"> Keep up to date with changes in Government Policy for apprenticeships and provide briefing notes to administrative and curriculum teams
<ul style="list-style-type: none"> Liaise with East Sussex College Group to achieve a smooth and timely flow information and evidence
<ul style="list-style-type: none"> Manage the EPA organisation relationships and develop new
<ul style="list-style-type: none"> Manage the demand and expectations of relevant stakeholders ensuring any complaints are dealt with in a timely manner

<ul style="list-style-type: none"> • Maintain and continually improve professional and service standards – ensure customer satisfaction in all aspects of the customer journey. Be a point of contact for Employers that may have queries or concerns regarding the programme, post-enrolment
<ul style="list-style-type: none"> • Oversee national employer relationships post-enrolment to ensure regular contact and reporting of progress
<ul style="list-style-type: none"> • With the Head of Account Management, develop an Employer Engagement Strategy, setting clear expectations to and CPD for curriculum teams to manage employer communication and relationships
<ul style="list-style-type: none"> • With the Head of Account Management, develop and maintain a digital employer handbook with interactive resources to support employer understanding and access

Continuous Professional Development

<ul style="list-style-type: none"> • Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice
<ul style="list-style-type: none"> • Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance the student experience

Other responsibilities and duties

<ul style="list-style-type: none"> • Attend events/shows and assist the cross-college team for these events, this may include some weekends and evenings from time to time
<ul style="list-style-type: none"> • Undertake any other reasonable duties from time to time commensurate with the grade of the post as requested by the Senior Management Team or Principal

Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential criteria for the post
Experience of delivering and/or managing apprenticeship programmes
Knowledge and understanding of apprenticeship standards including EPA, IQA and EV requirements
A full Level 3 qualification (or equivalent experience) in IT, Customer Service, Business Administration or otherwise relevant subject
GCSE English & Maths at grade C minimum (or equivalent)
Demonstrable experience of managing and developing administrative processes to ensure high quality service delivery
Demonstrate experience of managing and / or leading a successful team

Excellent IT skills including a familiarity with MS Office and educational databases
Strong analytical skills with the ability to comprehend and effectively summarise complex information
Excellent communication and interpersonal skills, able to present ideas and communicate information confidently and effectively
Excellent organisational skills; experience in influencing internal and external teams and individuals
Strong organisational skills, able to work independently and prioritise tasks effectively
A self-motivated, positive and pro-active attitude who is able to work effectively as part of a team. Ability to deal with problematic situations

Desirable criteria
Knowledge of funding in the Education sector, HE and Advance Learner loans
Experience of working with Awarding Organisations for registrations, queries and claims – specifically NPTC / City and Guilds
Experience of setting and successfully achieving apprenticeship recruitment, retention and achievement targets
Experience of working with Prosuite and Learning Assistant
Knowledge of one of the subject areas taught at Plumpton College
Knowledge of GDPR and Safeguarding issues

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole College events where there will be a requirement to attend.

Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

Benefits

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance

cover, and the College will also pay a contribution towards your pension. Other benefits include a Cycle to Work Scheme, Employee Assistance Programme, staff discounts and competitively priced dining room service.

Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal