

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Apprenticeship Compliance Officer EHA2007-04-21

Reporting to: Senior Compliance and Monitoring Officer

Accountable to: Head of Academic Registry

The Post

The post is based in the University's Academic Registry, a central support service that serves to provide high quality administrative systems and services to facilitate the student journey from enrolment through to award conferral.

This position offers an exciting opportunity to work within the University's Academic Registry Compliance Team supporting the compliant delivery of the University's Degree Apprenticeship offer. The Apprenticeship Compliance Officer is an integral role within the team, responsible for all the administrative and reporting systems which maintain contractual compliance. The role will involve working closely with colleagues within the faculties delivering apprenticeships, as well as central University departments and employer stakeholders, to ensure the accuracy and robustness of all data, ILR submissions and apprenticeship evidence packs. This requires an organised individual with a keen eye for detail who operates with an 'audit-ready' approach to their work.

Experienced in apprenticeship compliance, the postholder will play a key role in coordination and timely submission of the ILR to the ESFA and will be responsible for ensuring that apprentice records are accurate, up to date and meet current ILR data collection requirements.

This is an evolving role and effective delivery will rely heavily on a self-motivated and organised individual with outstanding planning, innovation and communication skills. High-level numeracy skills, attention to detail and the ability to work to strict deadlines are essential. The postholder must be able to demonstrate a high level of initiative, commitment and competence and will continually seek to enhance delivery.

The role will support the provision of an excellent, responsive service to internal and external stakeholders and will be required to adapt to changing business requirements. This role will also hold line management responsibility.

Duties and Responsibilities

1. To support the Senior Compliance and Monitoring Officer with the compliant and auditable delivery of the University's degree apprenticeship programme to ensure that the University operates on an 'audit-ready' basis.
2. To maintain up to date knowledge of developments with the Education and Skills Funding Agency (ESFA) apprenticeship funding rules, and any other relevant regulatory body, which impacts upon apprenticeship delivery, ensuring that this knowledge underpins all aspects of your approach to this role.
3. To manage the day to day compliance of the University's apprenticeship provision, including the co-ordination of apprenticeship onboarding days ensuring effective delegation of tasks to administrators where appropriate.
4. To maintain and improve processes to ensure that University's apprenticeship data reflects actual activity and evidence is collected and stored appropriately in preparation for audit. This will involve the management of apprenticeship evidence packs and processing and approval of change requests. To work independently, making key decisions relating to the effectiveness and reliability of evidence requirements, using initiative and problem-solving skills to resolve any issues.
5. To manage the apprenticeship compliance processes to ensure effective and efficient communication and liaison with internal colleagues and external stakeholders on all matters relating to apprenticeship compliance. This will involve the provision of careful and detailed explanation of complex changes in the ESFA suite of funding rules and subsequent changes in the compliance team's processes to take account of these changes.
6. To provide specialist support with accurate and succinct advice and guidance to colleagues within the University as well as employer partners on the successful collection of evidence to support and underpin funding claims. This will involve the effective communication to colleagues and external stakeholders at all levels to ensure their correct understanding and to recognise where additional support is required.
7. To manage the University's Apprenticeship Service account, ensuring records are accurately maintained. This will involve liaison with employers to ensure they are aware of their commitments and to offer detailed explanations where errors have been identified and supporting the employer in rectifying their data to ensure it accurately matches our ILR.
8. To lead on the development, implementation and management of work instructions and training documents specifying the processes, systems and procedures that ensure compliance with ESFA apprenticeship funding rules. This will involve analysing and interpreting the complex suite of ESFA funding rules and specifications to ensure accuracy and currency of our processes and ensuring that this is communicated effectively to all relevant colleagues to ensure their correct understanding and to embed awareness of any changes.

9. To lead and manage a data quality cycle for apprenticeship provision, taking responsibility to proactively review and monitor data queries regularly. This will also involve analysing the data submitted in monthly ILR returns, using initiative and independent decision-making skills to ensure that data quality issues and funding errors are resolved in a timely manner.
10. To produce monthly monitoring reports to accurately monitor performance and forecast financial outcomes. This will involve interrogation of monthly ESFA occupancy reports, together with internal forecasts in order to accurately forecast projected income levels.
11. Management of an ILR exception log, ensuring any issues preventing records from being included in the ILR are resolved in a timely manner. This will involve making key decisions independently and using initiative and problem-solving skills to resolve issues.
12. To manage the timely and accurate provision of data that supports collection and analysis of key performance indicators. This will involve accuracy and attention to detail in forecasting QARs and benchmarking against other HEIs.
13. Evaluate evidence and data from a range of sources to identify potential areas of risk where compliance may be an issue; to ensure quality and accuracy of data. This will also involve undertaking sample audits of apprenticeship evidence packs and the evaluation of the outcomes of these audits, including risk and issues identification and the design of appropriate mitigation strategies.
14. To prepare, develop and deliver training and support to faculty delivery teams to ensure they fully understand their role within the compliant delivery of degree apprenticeship standards and to spread compliance best practice.
15. To initiate and lead on meetings with University colleagues as well as employer partners to discuss updates and changes in processes and to be responsible for ensuring these are communicated in the right level of detail for the recipients to fully understand their roles and responsibilities.
16. Line management of administrative staff. This will include performance review, staff and team development, managing and planning workload, delegation of tasks, addressing performance issues and absence management. This will also involve acting as a mentor for other team members.
17. To participate in the interview, recruitment and induction of new staff within the department.
18. Contribute to the development of additional tools for monitoring and improving data quality.
19. To assist in the preparation and provision of data for internal and external audits including, but not limited to, ESFA funding assurance audits and Ofsted inspections.
20. Operate to high levels of customer service excellence and administration, working effectively with colleagues across the University to provide a supporting role to ensure service standards are met and excellent working relationships are maintained. This will also involve liaison with external stakeholders, such as funding bodies and employers and

being responsive to their requests and ensuring that effective customer care standards are maintained.

21. Plan, schedule and manage own workload demonstrating independence and good judgement.
22. To actively contribute to the development and enhancement of procedures and systems to ensure effective business operations and make recommendations for service improvements based on best practice.
23. To attend regional and national networking events and conferences pertaining to apprenticeship delivery and compliance and to act as an ambassador of the University when supporting such events.
24. To assist with other designated areas of work as and when required by the Senior Compliance and Monitoring Officer commensurate with the level of the post.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate training and development as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 6, Points 23-26
 £27,511 - £30,046 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

It is important to note that the successful applicant will be required to undertake an enhanced disclosure for you from the Disclosure and Barring Service and that this will form part of the conditions of offer of employment.

PERSON SPECIFICATION

Apprenticeship Compliance Officer EHA2007-0421

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/T/P)
Qualifications				
1	Educated to degree level or equivalent relevant work experience.	*		A
2	Level 2 qualifications in English and math.	*		A
3	Level 2 qualification in IT.		*	A
Experience and Knowledge				
4	In depth knowledge of ESFA apprenticeship funding and performance management rules and methodology	*		I/S
5	In depth knowledge of the ILR and associated apprenticeship systems	*		I/S
6	Detailed experience of audit requirements and thorough understanding of essential controls required	*		I/S
7	Experience of working in a role that requires the analysis of large datasets	*		I/S
8	Experience of working in Higher Education or in a similar complex, regulated public sector environment	*		A/I
9	Experience of providing advice on and explaining complex administrative procedures	*		I/S
10	Experience in using Microsoft Office, including Word and Excel	*		T/I/S
Abilities/Skills				
11	Excellent numeracy skills and the ability to work accurately with large quantities of financial data, both routine and complex, to complete tasks accurately	*		I/S
12	Strong interpersonal and communication skills and the ability to work with multi-disciplinary colleagues at all levels of the University and externally	*		I/S
13	Evidence of analytical and complex problem-solving skills with the confidence to make decisions and act to resolve situations	*		I/S
14	Excellent written skills including the ability to explain complex processes and procedures with clarity and precision.	*		I/S

15	Ability to work unsupervised exercising judgement and initiative and being an effective team member.	*		I
16	Ability to plan effectively and work flexibly, often managing competing/conflicting demands.	*		I
17	Ability to be creative, use initiative and be proactive	*		I

***Method of Assessment (I-Interview, A-Application, T-Test, S-Supporting Statement)**

Please note that applications will be assessed against the Person Specification using this criteria.