

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 Systems Officer
EHA2006-0421**

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.

Experienced in apprenticeship compliance, the postholder will play a key role in the implementation and ongoing support and maintenance of the Apprenticeship compliance and ILR system, ensuring that all outputs from the system are fit for purpose to meet both internal and external requirements. The postholder will adopt best practice in relation to using the system and will embed this standard across the University by providing users with advice, guidance and support in the operation of the system. This requires an organised individual with a keen eye for detail who operates with an 'audit-ready' approach to their work.

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.

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, Ofsted 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 effective implementation and ongoing support and maintenance of the Apprenticeship compliance and ILR system and to drive continuous improvement by identifying opportunities to generate higher performance and improve service delivered. To take ownership and lead development of specific changes within the system through to implementation. This will involve ensuring the effective operation of the system that enables swift and accurate retrieval of evidence effectively and efficiently for audit and other purposes.
4. To ensure that all systems and processes are robust so that audit requirements are met prior to learner enrolment, particularly eligibility of both the learner and employer. Similarly, to ensure that systems are robust so that all relevant evidence has been obtained prior to claiming any outcome payments. This will involve making independent decisions on eligibility and applying sound judgement to solutions. This will also involve obtaining a full understanding of the complexities of the software and being able to communicate this information to colleagues, employers and apprentices in order to arrive at solutions that may not be immediately apparent.
5. To act as a primary source of data management and user support for all processes relating to apprenticeships across the University. This will involve close liaison with colleagues in the academic faculties as well as colleagues within central services to ensure that all data relating to apprenticeships is recorded appropriately, accurately and in a timely manner to allow for the functioning of apprenticeship related processes and the submission of relevant apprenticeship data in ILR returns. This will also involve the proactive identification and amendment of data gaps and anomalies and the production of reports which identify apprenticeship records where the recorded data is absent or inaccurate. Effective, independent decision-making will be required in order to resolve problems as well as high level communication skills to ensure the accurate recording of data.
6. To lead on the development, implementation and management of a user support manual for the system specifying the processes, systems and procedures that ensure ESFA compliance. This will involve analysing and interpreting the complex suite of ESFA funding rules and specifications to ensure the system and reports adequately capture changing requirements.
7. To interpret and apply extensive knowledge of ESFA funding rules to offer accurate information, advice and guidance on complex issues and processes to all enquirers. This

will also involve using high level communication skills to convey detailed information and guidance to stakeholders at all levels both internal and external to the University.

8. To be responsible for and to undertake data integrity checks on apprenticeship data, identifying and interpreting discrepancies, initiating follow up action by correcting data errors whilst operating with high levels of independence. This will involve communicating in detail with colleagues at varying levels of seniority to ensure that actions are followed up accurately and in a timely manner.
9. To lead on the review and testing of enhancements and developments to the apprenticeship compliance system to ensure optimum use including providing input to future development groups. This will also involve working collaboratively with the external software provider where improvements have been identified and pursuing the introduction of system enhancements.
10. To lead on the preparation, development and delivery of training to system users and to ensure training is delivered at the appropriate time and at the appropriate level.
11. To liaise with the Strategic Planning and Policy Unit (SPPU) in order to ensure general data accuracy and quality on the Apprenticeship compliance system to facilitate the processing of data through the ILR. This will involve exchanging information with SPPU colleagues about the changing nature of ILR returns.
12. To be responsible for updating and maintaining the University's listings in the Course Provider Portal and ensuring accuracy of content.
13. To oversee the creation of new programmes within the Apprenticeship compliance system.
14. To be responsible for the production of reports relating to Apprenticeship provision, ensuring that these are sent to colleagues across the institution where necessary and that appropriate actions are taken to remedy any issues raised. This will involve the provision of contextual information where required to explain what data is missing, incomplete or erroneous and what tasks must be undertaken to fix them. It will also involve setting appropriate, manageable deadlines by which colleagues can aim to have resolved the data issue.
15. To be responsible for the user management aspect of the system, ensuring that both internal and external colleagues have the correct level of access. This will involve analysing individual user requirements to ensure that they have a level of access which is appropriate to their role and permissions are assigned appropriately.
16. 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.
17. To act as a primary source of contact with the external software provider to ensure that any issues with the service are resolved. This will also involve liaising with colleagues within Academic Registry to ensure that relevant purchase order numbers are obtained to ensure that payment is made quickly and accurately.

18. To initiate and lead on meetings with University colleagues as well as employer partners to discuss system 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.
19. To attend regional networking events and forums pertaining to apprenticeship compliance and to act as an ambassador of the University when supporting such events.
20. Operate to high levels of customer service excellence and administration, working effectively with colleagues providing 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 employers and being responsive to their requests.
21. Plan, schedule and manage own workload demonstrating independence and good judgement, setting targets to ensure compliance.
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 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 5, Points 19-22
 £24,461 - £26,715 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 Systems Officer EHA2006-0421

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 maths.	*		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	Experience of operating a student records database or similar systems	*		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.	*		I/A
9	Experience of high level administration, producing timely outputs with accuracy and proven attention detail with quality assurance for various stakeholders	*		I/S
10	Experience in the training and development of staff	*		I/S
11	Excellent IT skills to include databases, email, MS Word, MS Excel and data retrieval and reporting.	*		I/T/S
Abilities/Skills				
12	Highly numerate and methodical ensuring accuracy and attention to detail.	*		I/S
13	Excellent oral and written communication skills including the ability to establish effective relationships with people at all levels, both internal and external to the organisation.	*		I/S
14	Ability to work unsupervised exercising judgement and initiative and being an effective team member.	*		I
15	Ability to plan effectively and work flexibly, often managing competing/conflicting demands.	*		I/S

16	Ability to be creative, use initiative and be proactive	*		I
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***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.