# Title: Apprenticeship Delivery Coordinator (12 months to cover secondment)

**Reporting to:**  Head of Apprenticeships

**Contract Status:** 37 hours per week

**Grade:** 5

**Date:** July 2021

**Role Summary:**

* Be the first point of contact for all Apprentice Support Hub enquiries
* Produce regular Apprentice Hub progress updates and communicate to all colleagues/stakeholders
* Maintain apprentice and employer records from beginning of programme to final outcome, working with other departments to mitigate any anomalies
* Organise the progress of reviews with Assessors and report from this.
* Coordinate Employer college meetings and monitor actions to see all targets are met in a timely manner.
* Actively work with those apprentices who are not in employment or on a break from learning to facilitate a swift return to work.

|  |
| --- |
|  |
| **Key Responsibilities:** * Support assessors to ensure the appropriate paperwork is correct and completed in a timely manner from sign up to final outcome and manage the expectations of the Apprentice and employer.
* Facilitate the apprentice progress reviews table and share with Assessors on a monthly basis.
* Be the main contact for apprentice absence reporting throughout the academic year and ensure this is communicated in a timely manner.
* Monitor attendance with Apprenticeship Delivery Manager to flag any key concerns and any actions taken to mitigate the risk. Coordinate any interventions required to improve if required and report on these.
* Coordinate Apprentice Hub monthly meetings, taking minutes and monitoring actions from these.
* Provide weekly Apprentice Support Hub report to Apprenticeship Delivery Manager and share monthly with colleagues.
* Actively work with those apprentices who are not in employment or on a break from learning to facilitate a swift return to work.
* Work with Assessors, curriculum and Quality Advisor to coordinate and promote good news stories and case studies and work with Apprenticeship Delivery Manager and marketing to generate materials.
* Collate and distribute termly apprentice progress reports to employers.
* Communicate any relevant operational information and updates to colleagues, employers and apprentices.
* Ensure the electronic and paper records kept for an apprentice are maintained and current.
 |
| * Support Apprenticeship Delivery Manager and Quality & Compliance Advisor with monitoring of quality cycle for apprenticeship delivery, including destination of apprentices.
* Work with Apprenticeship Delivery Manager and Assessors to ensure performance improvement meetings are completed and processes are followed.
* Working with Assessors and Awards, coordinate ACE completions to ensure all Apprentices receive their certificate in a timely manner. Maintain records of destination and next steps and share with Apprenticeship Delivery Manager.
* Review own practice periodically in association with line manager
* Represent the College with pride and present it in the best light at all times
* Carry out any other duties as may be reasonably required
 |

**NOTE:**

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be reviewed at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at July 2021. It will be updated in consultation with the post holder as circumstances change.

**PERSON SPECIFICATION: Apprenticeship Delivery Coordinator**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |
| IT qualification  | √ |   |
| GCSE English and Maths A – C (or equivalent) | √ |  |
| **Experience** |  |
| Working in a busy office  | √ |  |
| Working with young people |  |  √ |
| Working with employers  | √ |   |
| Apprenticeship support background  |  |  √ |
| Using internal or external tracking system  |  |  √ |
| **Skills and Competencies** |  |
| Excellent written and verbal communication | √ |  |
| Good IT skills (particularly excel and word) |  √ |  |
| Ability to maintain accurate records | √ |  |
| Good time management and ability to manage multiple tasks  | √ |  |
| Problem solving skills  | √ |  |
| **Knowledge/Awareness** |  |
| Apprenticeship frameworks and standards |  | √ |
| Component knowledge of an apprenticeship  |  | √ |
| Functional Skills requirements |  | √ |
| Awarding body requirements  |  | √ |
| **Attributes/attitudes** |  |
| Able to communicate confidently to internal and external stakeholders  | √ |  |
| Able to work under pressure to meet strict deadlines and targets  | √ |  |
| Ability to work effectively with others | √ |  |
| Full driving licence and use of own car |  | √ |
| Flexible approach to work  | √ |  |

\*Essential or Desirable