



Apprenticeship Co-ordinator

Job Description

Faculty / Department:	Apprenticeship & Skills		
Campus:	Based at Burlsem Campus but working across both sites		
Responsible to:	Head of Apprenticeships & Skills		
Responsible for:	(no direct reports)		
Grade:	Salary: £37,619 per annum (Grade 4, SCP 25)		Hours: Full time, 37 hours per week, Permanent (1.0 FTE)

Role Summary:

You will mentor an allocated number of skills coaches in their ongoing development including the application of processes, professional practices and behaviours. This is required to enhance the apprenticeship on programme experience and to help optimise successful outcomes. Working with the apprenticeship management team and cross-college professional services, you will coordinate and contribute to the Skills Coach induction, ongoing CPD, sharing/monitoring of best practice whilst participating in wider processes to support quality improvement initiatives. You will also contribute to the development of standard process documentation and the adoption and implementation of this by your caseload of Skills Coaches. You will work with College managers to evaluate standards of provision and support intervention to drive improvement where required and coordinate data on apprentices' development of knowledge, skills and behaviours and liaise with the Centre Coordinator and Apprenticeship manager.

Alongside your Apprenticeship Coordinator duties, you will be required to recruit, induct, train, review, assess, monitor, and track apprentices working in the relevant vocational field primarily, but not exclusively on employers' premises. The post will involve contributing to the marketing, development, delivery, assessment, and evaluation of apprenticeship programmes to meet the needs, contractual targets and performance criteria. You will be expected to deliver Apprenticeship Standards where they are available and will be responsible for coaching apprentices/learners to achieve the skills, behaviours, and knowledge to successfully pass their Apprenticeship to a distinction level wherever possible. will maintain a minimum funded caseload, in line with Stoke on Trent College policy and to be agreed with the line manager based on the particular sector subject area(s) the type of employment placement and geographical spread of apprentices.

Main Duties and Responsibilities:

Work Processes and results

- Support the development of a caseload of Skills Coaches at all stages of their own professional practice.
- Contribute to quality assurance processes across the apprenticeship team.
- Contribute to the development of processes and documentation as identified as required through your own practice or through wider observations (feedback) of process and performance within the apprenticeship team.
- Provide appropriate information, careers advice and guidance on apprenticeship programmes to apprentices, employers, agencies, and prospective apprentices.
- Recruit apprentices onto programmes through new business activity and effective maintenance of current business relationships.
- Contribute to regional and cross-regional promotional events and college open events as required.
- To conduct Health and Safety vetting of placement settings in line with Stoke on Trent College policy and ensure employers and apprentices are provided with necessary information on: health and safety, equal opportunities, apprenticeship programme content, programme delivery and assessment arrangements.
- Work with employers to identify learning needs and work with the business development team to manage client relationships effectively, maintaining the Stoke on Trent College CRM system.
- Deliver learning, training, coaching and assessment on work related programmes to meet the needs of employers and apprentices and to the standards set by awarding bodies or end point assessment organisations.
- Review and monitor learner progress against the contract, framework or standard, ensuring completion and achievement of all elements including Functional Skills to ensure either framework is achieved, or end point assessment is taken and passed timely.
- Individualise programmes to meet the needs of employers to ensure apprentices develop new skills, knowledge and behaviours which impact positively for the employer.
- Use electronic portfolio system and student records systems to record learner interventions, reviews, upload work and progress and 20% off the job training.
- Embed Functional Skills into delivery to ensure all apprentices are stretched and challenged appropriately and develop English and Maths skills even where this isn't a requirement.
- Complete relevant documentation concerning monitoring visits, in accordance with Stoke on Trent College and funding body requirements.
- Appropriately embed British Fundamental Values and the prevent duty within programme delivery.
- Track and record learner activity to meet Stoke on Trent College, funding and awarding body requirements.
- Participate as a full member of the programme team and contribute to the development, promotion, review, and delivery of programmes including standardisation meetings and self-assessment.
- Cross market Stoke on Trent College provision to employers/employees in relation to workplace learning and full cost recovery.
- Actively promote the sharing of best practice and self-evaluation and reflection for all departmental staff with motivational leadership and coaching.
- To represent and promote the College brand values internally and externally, acting as an ambassador for business development on behalf of the College.
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service.
- To deliver your day-to-day duties consistently with the service level agreement.
- Promote the College's learner experience and that it is implemented successfully.
- To act as a champion for change and improvement and constantly enhancing quality.
- Promote innovation through delivery.

- To participate in the College Annual Staff Performance and Development Review.
- To contribute to the Apprenticeship Self-Assessment Report to reflect on performance over time.

Team Work

- To work closely with the other Departments, as well as with partner agencies.

Communication / Documentation

The post holder will be expected to develop and maintain good relationships with:

Curriculum Directors, Heads of Learning & Head of Apprenticeships	To support Stoke on Trent College Apprenticeship Strategy and work consistently to achieve the standards within the apprenticeship learning area.
Colleagues and Apprentices	To support and to assist the development of a professional learning environment.
Sales and Recruitment	To develop close working relationships with Sales and Recruitment Team, Business Consultants and Recruiters.
Employers	To develop professional relationships with local employers to deliver effective service and enhance future business development.
Quality Team	To work closely with the Quality Team to support any necessary improvements to learning, training and assessment.

Personal Development / Performance

- Maintain an up-to-date knowledge of apprenticeship standard and processes that underpin all stages of an apprenticeship journey.
- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values.
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors, and others.
- To participate in making the College and inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policies and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.
- To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This Job Description and Person Specification is accurate as at May 2024. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Apprenticeship Co-ordinator

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Relevant Level 3 or above qualification in occupational area or equivalent. A minimum of 4 GCSEs (A* - C or equivalent), including Maths and English. Assessor qualifications. PTLLS, CTLLS, DTLLS teaching qualification (or to be achieved within 6 months with the support of the College). Health and Safety qualification (e.g Managing Safely / IOSH). 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> Verifier qualifications (or to be achieved within 6 months with the support of the College). Team Leader / Management Qualifications. 	<p>A, I</p> <p>A, I</p>
Experience	<ul style="list-style-type: none"> Experience of coaching others. Experience of internal verification. Experience of working in a fast environment, autonomously and the ability to 	<p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> Experience of Audit and inspections and knowledge of working to the Education Inspection Framework. 	<p>A, I</p>

	<p>work towards deadlines and meet targets.</p> <ul style="list-style-type: none"> • Knowledge of local business needs within a geographical area in relevant occupational sector. • A fast learner, with an open manner and good interpersonal skills who can adapt quickly to the College's operating environment and establish trust and respect at all levels internally and externally. • Innovative problem solver with a challenging, commercial outlook, balancing competing resource needs and demonstrating an ability to deliver to challenging deadlines. • Strong knowledge of Apprenticeship Funding rules Apprenticeship Levy. • Knowledge and understanding of GDPR. 	<p>A, I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p>		
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> • Patience when working with others. 	I		

	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Strong IT skills. • Excellent organisation and prioritising skills. • Ability to inspire and motivate others, particularly apprentices. • Ability to work on own initiative or as part of the wider apprenticeship team. • Demonstrate commitment to and an understanding of safeguarding, diversity and equality. • Ability to work flexibly, including evenings and weekend work as and when required. • Proactive, determined, positive and robust enough to cope with the demands of this important and high-profile role. • An innovator and motivator and a personal style that demonstrates commitment and inspires trust and confidence with both apprentices and employers. 	<p>I</p> <p>I A, I</p> <p>I, P</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>		
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Other	<ul style="list-style-type: none"> Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties. 	A, I		
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TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.