
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Work Based Learning Co-ordinator

Job Title:	Work Based Learning Co-ordinator
Reference No:	0170-19
Reports to:	Head of Work Based Learning
Grade:	D
Working Hours:	37
Faculty/Service:	Enterprise and Innovation
Location:	City Campus
Main Purpose of Role:	To ensure the compliance and management information for Work Based Learning (WBL) at the University are effective and efficient and meet the needs of internal and external stakeholders, including employers and the Education and Skills Funding Agency. This is a varied role and will support a wide range of activities and projects.

Key Responsibilities and Accountabilities:

The Enterprise and Innovation Directorate the focal point for activities that maximise the economic and social impact of the University of Sunderland. Work Based Learning (WBL) forms a significant part of the University commercial portfolio and the introduction of degree apprenticeships will see this continues to grow along with the Corporate and Professional Education CPD portfolio.

This post will be part of the WBL team within the Enterprise and Innovation Directorate and will play a supporting role in the process implementation, quality, compliance and evaluation of the WBL portfolio.

The candidate needs to be dynamic, hardworking and a self-starter. To undertake the role successfully the post holder will be required to work under their own initiative and will have a range of different projects so multi-tasking is essential. Due to the commercial nature of WBL projects a high level of customer service and attention to detail is non-negotiable.

A key focus will be around the effective management of processes, data, management information and evaluation of WBL activity to ensure the function successfully delivers project outcomes, customer service and client/funder targets. This post is integral to ensuring student experience, data and MI information is provided and analysed across the WBL portfolio.

Duties

- Provide detailed monthly management information packs to the Head of WBL to assess performance within the full WBL portfolio to include but not exclusive to; pipeline tracking, learner recruitment, marketing activity, enrolments, progression and completion data.
- Line manage the WBL support staff and Intern roles within the WBL team;
- Collate, compile and assess information and data relating to WBL projects to support improvement in practices and procedures and to ensure accuracy of data returns;
- Manage and report on the tracking of student numbers/recruitment across all WBL provision;

	<ul style="list-style-type: none"> • Manage all electronic and paper systems to ensure efficiency, transparency and comprehensive data management for all WBL provision; • Track and monitor PFACTs across all WBL provision and ensure that approval established, project codes raised and project finance trackers are set up accordingly; • Develop and maintain a central system of electronic and paper records as required by all contracts for WBL provision including but not exclusive to ESFA; • Implement (with central teams where necessary) processes for WBL at the University. • Liaise with Faculties and internal service providers to ensure processes are followed for WBL in a timely and accurate fashion to ensure all client and contract requirements are met. • Develop processes to ensure a clear customer-focused and professional administrative service to continually enhance the customer experience in relation to all WBL activity. • Take a proactive approach to improvement of service delivery, acting upon feedback to ensure efficient processes and sharing best practice with counterparts across the institution. • Manage processes for the utilisation of external suppliers and ATs, raising contracts and letters of agreement (using approved templates). • Organise the sign off and upload of tender documentation including sourcing internal documents such as insurance certificates and relevant policies. • Liaise with BDMs to provide required information and ensure necessary pipeline information is recorded. • Work with WBL Officer to implement the strategy for the development and distribution of feedback and evaluation student and client reports to provide a USP to the University of Sunderland WBL offer • Responsible for managing and developing the use of the VLE within WBL portfolio including highlighting developments and areas of best practice where necessary. • Manage the contract process with support from WBL staff including sign off, record keeping, update of contracts where necessary and maintenance of information; • Manage and ensure compliance with GDPR regulations and ensure policies are adhered to; • Work with legal department to establish project agreements, service level agreements and contracts for both clients and suppliers/sub-contractors for WBL • Oversight of published information, on web and elsewhere, in respect to WBL; • Support the implementation of the process for the management of WBL at the University; • Compile monthly management information for WBL projects to include statistical metrics including but not exclusive to HESA, HEBCIS, HEE NE and ESFA data; • Responsible for implementing processes and procedures to enhance the student and client journey using evaluation metrics; • Assure, develop and implemented where needed, appropriate processes to monitor and evaluate feedback and outcomes of programmes, including the monitoring of student /apprentice progression and achievement; • Work closely with colleagues within the University Finance team to ensure accurate / timely income recognition; • Deputise for the WBL Officer where appropriate • Other duties as required by the Head of WBL and within the scope of this role.
Special Circumstances:	<p>The role holder is required to have a flexible approach to working arrangements, specifically the ability to travel and attend project sessions as and when appropriate. The ability to take flexi time may be restricted at certain times dependent upon business demand.</p>



Part 2A: Essential and Desirable Criteria

	Essential
	Qualifications and Professional Memberships: <ul style="list-style-type: none">Educated to degree level or equivalent experience
	Knowledge, Experience and Skills: <ul style="list-style-type: none">Experience of successfully managing systems, processes and projects within in or across complex organisationsExperience of working on improvement projects with a demonstrable impactExperience of managing staffExperience in providing management information to range of stakeholdersDemonstrable record of building productive relationships with both internal and external stakeholders at all levelsNumerate with strong analytical, budgeting and administrative skillsHigh level of influencing skills
	Desirable
	Qualifications and Professional Memberships: <ul style="list-style-type: none">N/A
	Knowledge and Experience: <ul style="list-style-type: none">Knowledge and / or experience of working on work based learning provision as a provider or funderUnderstanding of the operation of apprenticeship funding and performance management rulesExperience of an education/ training environment

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	Service Delivery <p>The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).</p>
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	Team Development <p>The role holder is required to advise or guide others working in the same team on standard information or procedures and the role holder is required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training and the role holder is required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance.</p>
	Communications <p>Oral</p> <p>The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.</p> <p>Written</p> <p>The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.</p>
	Teamwork and Motivation <p>The role holder is required to clarify the requirements and agree clear task objectives for team members; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.</p>
	Analysis and Research <p>The role holder is required to identify an appropriate existing method of analysis or investigation according to the data and objectives; recognise and interpret trends or patterns in data; identify or source additional information which could potentially help the investigation as the analysis progresses.</p>
	Pastoral Care and Welfare <p>The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people and the role holder is required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the organisation; recognise when an individual should be referred elsewhere for professional help; respect confidentiality.</p>
	Date Completed: February 2018