



Apprenticeship Compliance Assistant

Job Title:	Apprenticeship Compliance Assistant
Reference No:	
Reports to:	Apprenticeship Compliance Co-ordinator
Responsible For:	NA
Grade:	C
Working Hours:	37 hours per week for nominal purposes
Faculty/Service:	Enterprise and Innovation
Location:	The Industry Centre
Main Purpose of Role:	Responsible for the on-going compliance of the Apprenticeship portfolio across end to end funding processes. This will include supporting staff across the university to mitigate financial risk.

Key Responsibilities and Accountabilities:

Overview of The Role

The Apprenticeship programme forms a significant part of the University commercial portfolio. This post will be part of the Commercial Training Services team within the Enterprise and Innovation Directorate and plays a key role in ensuring the University remains compliant in its statutory and regulatory requirements for all apprenticeship provision, acting as a source of internal advice and coordinating activities across the university for Apprenticeship funding documentation.

The candidate needs to be hardworking and a self-starter. To undertake the role successfully the post holder will be required to work with both internal and external stakeholders to ensure all documentation and paperwork is administrated, fully compliant, stored and completed in line with requirements e.g. apprenticeship contracts, and data capture.

Responsibilities/key duties

- Maintain administration and compliance processes in line with requirements of external regulatory bodies.
- Maintain, review, and develop systems and documentation as required by regulatory bodies.
- Monitor apprentice's records, progress of their qualification, and achievements which include checks to ensure apprenticeship reviews are completed to the required standards and in learning evidence has been recorded every 4 weeks.
- Ensure that all internal quality processes are completed and up to date, including on-boarding and on programme processes & documentation.
- Creating, editing, and updating spreadsheets, reports and other business documents, maintaining them in a confidential and an easily accessible format.
- Provide detailed monthly management information to assess the quality of performance across Apprenticeship programmes including contracting, on programme tracking and completion / achievement data.

- Ensure all policies both internal and external for Apprenticeship provision are adhered to.
- Prepare data from a range of sources to ensure completeness, accuracy and eligibility by reference to regulatory bodies.
- Support the Apprenticeship Compliance Co-ordinator with planning, organisation and preparation for internal programme audits.
- Support the Apprenticeship Compliance Co-ordinator with planning, organisation and preparation for external programme audits.
- Maintain all electronic and paper systems to ensure efficiency, transparency and comprehensive data management.
- Maintain a central system of electronic and paper records as required.
- Support desk-based compliance checks on Apprenticeship documentation to ensure all documentation held is complaint and funding is secure.
- Carry out monthly reviews of PDSAT / ILR mismatch reports from ESFA to prevent / mitigate potential compliance / funding errors.
- Liaise with operational staff to obtain documentation and mitigate any risk to claimed funding.
- Ensure compliance with GDPR regulations and ensure policies are adhered to.
- Undertake any other duties which are deemed commensurate with the post that will contribute to the effective and efficient implementation of the Apprenticeship portfolio.

Special Circumstances:

The role holder is required to have a flexible approach to working arrangements as and when appropriate. The ability to take holidays may be restricted at certain times dependent upon business demand.



Part 2A: Essential and Desirable Criteria

Qualifications and Professional Memberships

Essential

- Educated to A-level or equivalent, or possess significant relevant professional experience within a similar role.

Knowledge and Experience:

Essential

- Understanding of the ESFA apprenticeship funding rules
- Experience of successfully maintaining systems, processes and projects within or across complex organisations
- High level of accuracy
- Numerate with strong analytical and administrative skills
- Experience in the use of Microsoft office applications, in particular knowledge of Excel
- Demonstrable experience of providing customer facing support to a range of internal and external customers and stakeholders, face to face, via telephone and via email.
- Ability to use own initiative and multi-task, maintaining professionalism at all times.
- Must have excellent communication skills and be able to communicate in a professional, calm and friendly manner at all levels, even when under pressure.
- Demonstrable diplomacy skills between various levels of an organisation.
- Proven experience of working within a role that requires effective planning and organisational skills, strong attention to detail and an ability to negotiate, persuade and influence.

Desirable

- Previous experience of the Higher Education Sector and commercial activity within the sector e.g. training, and/or apprenticeships
- Experience of University systems and reporting including SITs

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

Oral

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

Written

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and occasionally 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.

Decision Making Processes and Outcomes

Take independent decisions is a requirement and has a minor impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a moderate impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a moderate impact.

Planning and Organising Resources

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.

Analysis and Research

The role holder is required to analyse routine data or information using predetermined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.

Teamwork and Motivation

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

Service Delivery

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.

Date Completed:**June 2023**