

## JOB DESCRIPTION

<b>Job Title:</b>	Head of Apprenticeships	<b>Grade:</b>	<b>9</b>
<b>Department:</b>	<b>Employability and Apprenticeships</b>	<b>Date of Job Evaluation:</b>	<b>January 2024</b>
<b>Role reports to:</b>	<b>Associate Director of Employability and Apprenticeships</b>		
<b>Direct Reports</b>	<b>Delivery Managers - Apprenticeship, Apprenticeships Operations Manager</b>		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### **PURPOSE OF ROLE:**

The Head of Apprenticeships is a pivotal role within the Employability and Apprenticeship Directorate, providing dynamic leadership and effective management to the Apprenticeship team.

They will play a crucial role in shaping and implementing organisational policies and practices for the apprenticeship programmes, whilst supporting the Associate Director of Employability and Apprenticeships in realising the University's vision of developing and delivering impactful apprenticeship programmes.

They will have responsibility for continuous improvement in operational efficiency, effectiveness, and compliance. This includes managing data, ensuring accurate management information, maintaining financial compliance, and adhering to regulatory requirements. Staying up to date on Education and Skills Funding Agency (ESFA) funding requirements, audit processes, and Ofsted regulations, ensuring compliance and proactive adaptation to changes, is essential.

This is a leading role, working at a senior level across faculties in developing and maintaining areas of policy, practice, and research related to apprenticeships.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Lead and inspire the University of Greenwich apprenticeship programme delivery teams to support the achievement of the vision, core purpose and institutional objects.
- Maintain an extensive and detailed knowledge of the rules and regulations for apprenticeships and provide expert guidance, advice and training to other parts of the University in these areas.
- Line management of allocated permanent staff, consultants, and associates
- Overall responsibility for all staff in the central apprenticeship team and providing effective support for staff to ensure that they can fulfil their professional duties and meet the requirements of their job description.
- Resource planning and recruitment of staff within the central apprenticeship team
- Lead the development, implementation, and continuous improvement of the degree apprenticeship provision to ensure that they meet the needs of the industry and employers.

- To maintain and improve achievement rates through rigorous monitoring and continuous improvement strategies, working with employers, apprentices and delivery teams to oversee the provision outcomes.
- Monitor and report on the performance of the degree apprenticeship programme delivery teams in relation to set targets, KPIs, national benchmarking, internal Quality Achievement Results (QAR) and other targets and objectives.
- Play a key role in new apprenticeship development and assist the approval process for the delivery of new apprenticeship standards.
- Feed into the review of existing apprenticeship programmes
- Work with apprenticeship delivery teams to ensure compliance across ESFA, Ofsted, External Quality Assurance and any other regulatory bodies.
- Lead on development of the annual Self-Assessment Report, QIP and renewal of RoATP.
- Lead and manage any external inspections.
- Act as shadow nominee for Ofsted supporting Associate Director as nominee and as the operational contact with ESFA and IfATE.
- Lead the EPAO team for integrated and fully integrated degree apprenticeships.

**Generic:**

- Oversee the Investigation and response to employer and apprentice complaints.
- Monitor developments within the apprenticeship landscape including research, National policy, practice and promotion, ESFA Funding Rules and changes to IfATE standards.
- Oversee essential aspects of the curriculum, such as Safeguarding, PREVENT, Personal Development, Behaviour, Welfare, IAG to ensure that programmes focus holistically on the learner's wellbeing, personal and social development as well as achievement of standard
- Provide cover for the Associate Director, Employability and Apprenticeships when required.
- Working cross faculty and cross directorate as required.

**Managing Self:**

- Always maintain a professional approach through the application of effective leadership and management skills.
- High personal motivation, self-management, and detail-orientation
- Ability to take responsibility in meeting deadlines and making progress with and without direct supervision.
- Manage work effectively and flexibly and deliver under pressure.
- Working with other staff effectively to maximise their performance
- Engage in continuous personal and professional training and development in line with the demands of the role, including activities to support the development of others

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation;

- Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Employability and Apprenticeship Directorate delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Apprentice recruitment growth
- Development of and implementation of new Apprenticeship Standards
- Increased numbers of quality employers engaging
- Good Employer and Learner Satisfaction annual survey ratings
- Good results in apprentice and employer feedback
- Apprenticeship achievement rates at or above national rates
- Green in all aspects of apprenticeship accountability framework

**KEY RELATIONSHIPS (Internal & External):**

- Staff at all levels in the Faculty
- Staff at all levels in Professional Services departments
- University networks and employer bodies
- Ofsted
- ESFA
- End-point assessment organisations
- Apprentices
- Any sub-contractors
- Any Prime providers

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Detailed and up-to-date knowledge and understanding of regulations and their operational application to the delivery of Apprenticeships.</li> <li>• Extensive line management experience, with a track record in effective leadership and development of new teams</li> <li>• Experience of working with multiple teams and across boundaries, setting and delivering a common vision, and creating a sense of unity and common purpose.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in an apprenticeships in a HEI setting</li> <li>• Experience as nominee or shadow nominee in an Ofsted inspection</li> <li>• Experience of an ESFA audit</li> </ul>

- Experience of working at a senior level with higher level apprenticeships
- Familiarity with and working knowledge of the Education Inspection Framework.
- Experience of managing competing demands and effectively prioritizing for themselves and their team.
- Open and transparent way of working, with a strong commitment to clear and effective communication and collaborative working, including working across unit and organizational boundaries.
- Working effectively with external bodies to develop and maintain strong relationships.
- Monitoring delivery team's timeliness of achievement of the apprenticeship standards and ensuring overall success rates are above national benchmarks and in line with University achievement targets.

#### **Skills**

- Strong leadership and management skills.
- Progress reporting
- Interpersonal, oral and written communication skills, including the ability to prepare reports to a high standard, and complete summary reports on time
- The ability to work under own initiative
- Excellent team working skills
- Ability to work within a multidisciplinary team
- Ability to make internal and external contacts and develop business relationships
- Ability to deal with problems that may affect the achievement of objectives and deadlines by using initiative and creativity

#### **Qualifications**

- Degree, equivalent qualification or evidence of equivalent experience

#### **Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

#### **Skills**

- Project management
- Financial Planning

#### **Qualifications**

- Leadership/management qualification
- Assessor qualifications e.g. D32/33, A1/V1, CAVA/TAQA

#### **Personal attributes**

- Proactive in self-development

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| <ul style="list-style-type: none"><li>• Ability to use own initiative and take proactive actions to resolve problems</li><li>• Motivated to learn and challenge existing processes to strive for improvement and be involved in new areas of work</li></ul> |  |
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