

## JOB DESCRIPTION

<b>Job Title:</b>	Compliance Co-ordinator	<b>Grade:</b>	SG6
<b>Department:</b>	Employability and Apprenticeships	<b>Date of Job Evaluation:</b>	December 2023
<b>Role reports to:</b>	Apprenticeships Operations Manager		
<b>Direct Reports</b>	None		
<p>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.</p>			

### **PURPOSE OF ROLE:**

The compliance co-ordinator will support the apprenticeship team with compliance monitoring. They will focus on reviewing, monitoring and reporting in all areas of the Education and Skills Funding Agency requirements working closely with the ILR funding officer. The role will include using a range of internal and external systems to support the information gathering for the learners' evidence packs. They will also liaise with faculty staff and central services to ensure that pre-entry, starts, in-learning processes, changes and completions are planned and managed effectively.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Support the ILR Funding Officer in the submission of the monthly ILR returns and the management of the DAS.
- Cover for the ILR Funding Officer in their absence, in relation to ILR returns and funding queries.
- Monitoring of attendance at delivery workshops – flagging and escalating where learners have not attended.
- Monitoring and tracking of Off-the-Job learning. Flagging and escalating where the OTJ actively does not meet in the funding rules, or learners are behind in their logging or undertaking of OTJ hours.
- Assisting in the monthly internal audit by checking learner folders for the presence of key elements
- Monitoring relevant mailboxes and promptly addressing queries.
- Monitoring break in learning instances and informing the delivery team of prolonged breaks, while also tracking and analysing leave reasons for trends.
- To support the Directorate and Faculties in ensuring compliance with Education and Skills Funding Agency (ESFA) apprenticeship regulations and that the provision is audit and inspection ready.
- Prepare a monthly audit and compliance update report for Apprenticeships Operations Manager
- Maintain an up to date understanding of ESFA funding rules and regulations
- Contribute to the production of the annual self-assessment report and associated quality improvement plan and to provide an apprenticeship compliance perspective as part of meetings as required.

- Work with the Apprenticeships Operations Manager on the preparation, issue and collection of Employer Agreements and contracts. Ensure these agreements are in place and align with the appropriate records on the employer's apprenticeship service account and the individual learner record returns.
- Be responsible for checking compliance for all aspects of the apprentice and employer journey using current funding guides; responding to user queries as required.
- To run the in-house funding agency compliance audits as per schedule; to improve systems and processes, completing audit checks on documentation at every stage of learner journey including enrolment, completion, and withdrawals.
- To thoroughly audit all incoming learner enrolments using audit checklists (and to ensure compliance to the appropriate ESFA funding rules)

**Generic:**

- Monitor the ESFA regular communication channels for funding changes and updates, reporting to Apprenticeships Operations Manager as necessary.
- Respond to telephone, email and counter enquiries relating to this area.
- Working cross faculty and cross directorate as required.
- Participate in all internal and external quality assurance processes.
- Provide reports and data as required by the Operations Manager

**Managing Self:**

- Responsible for the prioritising and carryout the workload, working to deadlines.
- To show initiative and judgement in dealing with external companies
- Adapt and work accurately to the demands of a pressured role.
- Ability to adapt to non-planned events and unforeseen circumstances.
- Willingness to work "outside" normal working hours, as required.
- Participate in agreed training activities to enhance knowledge or role performance

**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:**

- Timely and Compliant submission of data to ESFA
- Regular reports on compliance
- Annual Appraisal
- Timely production and delivery of work to agreed timescales, quality and to plan

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

- Staff within the employability and apprenticeship directorate
- Staff at all levels in Faculties
- Staff at all levels in Professional Services departments
- University networks and employer bodies
- Apprentices

**PERSON SPECIFICATION**
**Essential**
**Experience**

- Experience of working within the Apprenticeship sector.
- Strong administrative experience, within an educational environment
- Experience data analysis in order to produce information and reports

**Skills**

- Understanding of the apprenticeship funding rules
- Excellent IT skills that include Word, Excel, PowerPoint and Outlook
- Attention to detail and high level of accuracy and methodical working
- Strong verbal and written communication skills
- Ability to set up and maintain effective administrative systems and procedures

**Qualifications**

- A-Level standard or equivalent, or demonstrable experience in this area

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the

**Desirable**
**Experience**

- Experience of working within the HE sector.
- Experience of an OFSTED inspection
- Experience of a funding audit

**Skills**

- Exceptional organisational and planning skills and the ability to prioritise and complete multiple tasks to agreed timescales

**Qualifications**

- Project management qualification
- Data Analyst qualification

**Personal attributes**

- Ability to use own initiative and take proactive actions to resolve problems
- A strong team player

University of Greenwich: Inclusive,  
Collaborative and Impactful

- Take responsibility for own CPD