

JOB DESCRIPTION

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| Job Title: | Delivery Manager – Apprenticeships | Grade: | SG7 |
| Department: | Employability and Apprenticeships | Date of Job Evaluation: | December 2023 |
| Role reports to: | Head of Apprenticeships | | |
| Direct Reports | Senior Apprenticeship Administrators | | |
| 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 Delivery Manager – Apprenticeships, acts as a lynchpin between all stakeholders involved to ensure the successful delivery and development of the faculty's apprenticeship programme.

The post holder will coordinate and work with faculty and professional services teams to ensure all the services required are provided to enable learners to efficiently apply to, enrol and progress on programmes. They will be accountable for ensuring learners are able to successfully complete all aspects of their apprenticeship programme in a supportive and professional environment.

The role will include developing and maintaining close relationships with employers and sector bodies, supporting senior faculty members in developing new apprenticeship opportunities, and overseeing tripartite working arrangements required for apprenticeships.

The post holder will manage a team of apprenticeship administrators to assist them in delivering the compliant and effective running of the apprenticeship programmes in their remit.

KEY ACCOUNTABILITIES:

Team Specific:

Management and Operations

- Manage operational delivery of all apprenticeship provision in faculty enabling apprentices to receive high quality outcomes.
- Manage a team of apprenticeship officers, setting appropriately stretching targets, ensuring accountabilities are clearly understood, and providing development and continuous improvement within the team.
- Work closely with faculty leadership to ensure effective communications and training are provided to all relevant parties around apprenticeship priorities and requirements.

- Oversee learner applications through to the point of enrolment and ensure that learners are fully enrolled by the programme start date in liaison with other departments, as necessary.
- Work collaboratively with the Head of Apprenticeships to ensure that operational areas are continuously prepared for external inspection/audit, and that all compliance, data validation and performance management/funding rules are adhered to.
- Responsible for high quality documentation for apprentice programmes regarding induction, quality processes, course handbook and enrichment activities.
- Work closely with the programmes leads to ensure the effective delivery of their programmes. Provide suitable training on compliance/audit requirements and ensure effective processes to check that documentation remains up to date.

Relationships, Development and Communications

- Support and advise the Faculty SLT and Central apprenticeship team to develop and expand opportunities with existing employers, following up on leads and engaging with potential new employers as appropriate.
- Maintain successful partnerships with existing employers developing and expanding apprenticeship opportunities where appropriate.
- Advise and support the faculty leadership in the development of new apprenticeship programmes - assist the approval process for the delivery of new apprenticeship standards and coordinate tender/bid opportunities.
- Coordinate with the central apprenticeship team on all aspects of client specific contractual and operational arrangements, ensuring the Faculty are aware of these and providing reports and support as necessary.
- To represent the University at external meetings relating to apprenticeships, as appropriate and to feedback pertinent information and intelligence to the central apprenticeship team and faculty.
- Attend Faculty and School meetings as appropriate - providing updates on apprenticeship provision and developments as necessary.

Generic:

- Be a competent and experienced manager, able to plan and conduct work independently
- Attend internal and external apprenticeship committee meetings, review boards, strategic and operational group meetings as required.
- Participate in all internal and external quality assurance processes
- Provide reports and data as required by the Head of the Apprenticeships

Managing Self:

- 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
- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress with and without direct supervision.
- Good spoken and written communications skills.
- Flexibility in responding to the tasks and deadlines.
- Provide attention to detail.
- Ability to work with others and independently.

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 the Employability and Apprenticeship Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

Annual Appraisal

Apprenticeship achievement rates at or above national rates for programmes under their remit.

Timely production and delivery of work to agreed timescales, quality and to plan

Compliance with funding rules

Smooth running of the apprenticeship provision in the faculty

Timely completion of staff performance reviews.

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

Apprentices

Any sub-contractors

Any Prime providers

PERSON SPECIFICATION
Essential
Experience

- To have experience of delivering high quality apprenticeships.
- To have experience of leading and managing a team

Desirable
Experience

- Experience of delivering apprenticeship programmes within Higher Education

- Experience of developing and maintaining external stakeholder relationships
- To have a thorough understanding of the application of the ESFA funding rules
- To have a thorough understanding of the EIF and how it applies to apprenticeships
- To have data management experience.
- Communicated formally and informally with colleagues at all levels
- Capable of responding readily to changing deadlines.
- Strong experience in the use of standard Office IT suite, including Teams.

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
- Work within a multidisciplinary team
- Ability to develop business relationships
- Ability to deal with problems that may affect the achievement of objectives and deadlines by using initiative and creativity

Qualifications

- Educated to degree level or equivalent work experience.

Personal attributes

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

- Experience of the Self-Assessment Report (SAR) process
- Experience with Ofsted inspections.
- Experience of a funding audit
- Knowledge and experience of working within the Faculty disciplines.
- Experience of working with employers with the Faculty disciplines.

Skills

- Good financial awareness.
- Project management
- Ability to matrix manage.

Qualifications

- Management qualification
- Faculty subject qualification

Personal attributes

- Willing to undertake CPD