

JOB DESCRIPTION

Job Title: Apprenticeships Operations Manager

Grade: SG8

Department: Employability & Apprenticeships Directorate

Responsible to: Head of Apprenticeships

Responsible for: ILR Funding Officer, EPA Co-ordinator, Compliance Co-ordinator, and Team Administrator

Non-Contractual Nature of Role Profile: 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 Apprenticeships Operations Manager will take the responsibility in leading the operations of the apprenticeship team at the University of Greenwich. The role will be responsible for leading an effective, compliant service, by leading and managing the team that is responsible for this area. They will play a key role in coordinating practical and operational aspects of the apprenticeship provision, working with, internal and external stakeholders, immediate team members and other colleagues within the central apprenticeships team to ensure the effective delivery of services within it.

KEY ACCOUNTABILITIES

Team Specific:

- To co-ordinate and provide operational management and governance for the effective delivery of new and established apprenticeship programmes
- To co-ordinate, supervise and provide line management for the apprenticeship central operations team
- To deliver all aspects of line management for the team, including recruitment, induction, appraisals, performance management, target setting, one-to-one meetings, team meetings and staff development initiatives
- To be a main point of contact for, and oversee, finance (Department for Education/ Department for Work and Pensions, ILR), assuring compliance of all learner records inclusive of progress reviews, attendance, enrolment, and exit documentation as well as the EPAO function
- To lead quality monitoring and compliance processes for apprenticeship provision, providing advice and updates to relevant stakeholders as required.
- To deputise for the Head of Apprenticeships, as required
- To represent the central apprenticeship team on campus and at faculty committees as requested
- To work collaboratively with senior leadership, provide oversight of operational management, governance and quality for the successful delivery of apprenticeship programmes to ensure targets and strategic objectives are met
- To lead monitoring and refinement* (*as necessary) of compliance and quality assurance processes that support the standard learner's journey
- To monitor the quality of the apprenticeship provision against the Apprenticeship Accountability framework
- To support the project management, implementation, and operational management of the Learner Management System (LMS) – Aptem

Generic:

- Be a competent and experienced manager, able to plan and conduct work independently
- Ability to lead and manage a team, share information appropriately and support others
- Ability to use own initiative to resolve identified issues effectively and efficiently and be empowered to take appropriate action without line management involvement
- Ability to make, gather and keep appropriate records and to do so accurately and in line with university retention policies and GDPR requirements
- To continually review service offerings and work in collaboration with colleagues, stakeholders, and learners to deliver improvements
- The role holder will be initiative-taking with the ability to work as part of a team
- To work accurately under pressure and to tight deadlines as required
- Ability to work flexibly to support university activities at peak periods and where deadlines and criteria may need to change with minimal notice
- To be adaptable to changing/business critical requirements, taking the lead, or passing responsibility on to senior leadership as appropriate

Managing Self:

- Engage in continuous personal and professional development in line with the requirements of the role, while promoting continual professional opportunities activities to others
- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress with and without direct supervision
- Effective spoken and written communications skills, adaptable to a broad range of stakeholder groups
- Flexibility in responding to tasks and deadlines
- Provide attention to detail
- Motivation to engage in and manage a broad range of tasks.
- Ability to work with others and independently

Core Requirements:

- Demonstrable line management and leadership experience of a services team working with faculties and other parts of professional services.
- Experience of apprenticeship delivery, quality assurance and compliance specifically in higher education
- Excellent IT skills and competent use of MS Office software packages
- Knowledge of education inspection frameworks and the impact in a work-based learning environment
- Good knowledge of the requirements of apprenticeship programmes both in terms of quality assurance and funding body requirements
- Good knowledge of the core characteristics of integrated and non-integrated, degree, non-degree apprenticeships, and end point assessment requirements
- Good, well maintained knowledge developments in apprenticeship policy, and expertise in current and evolving funding regulations; ability to correctly apply funding regulations to a broad range of contexts and situations
- Experience of working in higher education, developing and delivering initiatives and maintaining stakeholder relationships
- Awareness of the needs of apprentices and contribute to identifying ways of improving apprentice outcomes
- 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.

Freedom of speech and academic freedom:

In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence

KEY PERFORMANCE INDICATORS:

- Green in all aspects of apprenticeship accountability framework
- Timely production and delivery of work to agreed timescales, quality and to plan
- Compliance with funding rules
- Smooth running of the apprenticeship provision across all relevant faculties
- Timely completion of staff performance reviews.

KEY RELATIONSHIPS (Internal and External):

- Staff at all levels in the faculty
- Staff at all levels in Professional Services departments
- University networks and employer bodies
- Ofsted
- Departments for Education, and Work and Pensions
- Apprentices
- Aptem
- Any sub-contractors
- Any Prime providers

PERSON SPECIFICATION

EXPERIENCE:**Essential Criteria**

- To have direct experience of leading and inspiring a team
- Application of the Department for Education/ Department for and Work and Pensions funding rules
- Experience of leading and managing a funding audit
- To apply core quality assurance requirements of all aspects of apprenticeships
- To have current, relevant experience of managing compliance for apprenticeships programme
- To have experience of data management and analysis

- Experience of implementing and managing a Learner Management System (LMS) including Aptem at super user level
- Communicating 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

Desirable Criteria

- To have leadership experience within matrix management
- Experience with managing/operating apprenticeship programmes within Higher Education
- Experience of contributing to Self-Assessment Reporting (SAR) and Quality Improvement Planning
- Experience with supporting Ofsted inspections

SKILLS:**Essential Criteria**

- 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 and maintain relationships with a range of stakeholder groups
- Ability to deal with problems that may affect the achievement of objectives and deadlines by using initiative and creativity

Desirable Criteria

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

QUALIFICATIONS:**Essential Criteria**

- Educated to degree level or equivalent work experience

Desirable Criteria

- Leadership/Management qualification
- Project Management qualification

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Proactive with self-development

Desirable Criteria

- Willingness to undertake Continual Professional Development (CPD) and share new learning with colleagues