



JOB DESCRIPTION

Job Title:	Apprenticeship Systems Officer
Grade:	Support Grade D
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Apprenticeships
Accountable to:	Director of Apprenticeships

Job Purpose

The main purpose of the role is to produce financial agreements for apprenticeship programmes, carry out eligibility checks, validate starts, and monitor compliance during the learner journey by liaising with the Apprenticeship Liaison Officers. Validating achievement claims and keeping the learners ILR updated throughout their programme.

Key Result Areas

1. Strong working relationship with Apprenticeship Liaison Officers with the ability to communicate at all levels.
2. Create accurate financial agreements for employers in relation to employer contributions for apprenticeship programmes.
3. Liaise with Business Development Unit to produce accurate financial agreements for employers within the partner provision.
4. Complete payment profiles to be used by Finance Department to schedule invoices for employers.
5. Liaise with Finance Department to ensure employers are invoiced accurately and timely, including notification of changes identified throughout the apprenticeship programme.
6. Co-ordinate the payment process to ensure timely payment of employer financial incentives.
7. Have an up to date knowledge of the funding requirements.

8. Liaise with nominated person(s) at Partner(s) in relation to the issuing, completion and return of Apprenticeship agreements.
9. Create Apprenticeship Commitment statements for signing by employers and apprentices.
10. Maintain an up to date database to track distribution and return of signed Apprenticeship Agreements and Commitment Statements.
11. Carry out eligibility checks before learners are put on their relevant programme.
12. Validate starts, claims and achievements including knowing when to/not to draw down funding for qualifications based on funding guidance.
13. Acquire and maintain a comprehensive understanding of Unit-E, IDOX and Columbus computer systems.
14. Be a designated user for external employer Digital Accounts to ensure timely transfer of funds.
15. Maintain a database to record progress reviews completed by assessors and produce a weekly report to highlight those outstanding.
16. Deal with changes to the ILR (Individual Learning Record) during in learning programmes and communicate issues with learner paperwork to delivery staff and managers.
17. Manage the collation of framework components and upload to the Apprenticeship Certification England website to ensure Timely framework completions and issuing of overall framework certification.
18. Respond to email enquiries within agreed timescales and answer telephone enquiries or redirect/take messages as appropriate.
19. Comply with internal CIS schedules to ensure data and compliance requirements are met.
20. Meet performance and quality targets and KPIs to ensure contractual targets are met.
21. Prepare ad hoc requests for data from managers and delivery teams.
22. Recognise areas for improvement and contribute to the sharing of good practice and support continuous improvement throughout the team.
23. Demonstrate consistently the positive attitudes, values and behaviours of the organisation.

24. Any other duties commensurate with the grade and status of the post.

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

Job Title: Apprenticeship Systems Officer

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the "assessed by" stages stated.

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent, or willing to work towards**	1	✓	
NVQ Level 3 Business Administration or an equivalent Business related discipline	1	✓	
Training/qualification in IT skills or significant relevant experience	1		✓
Working within a busy office environment	1	✓	
Experience of working within the Apprenticeship / Work Based Learning sector	1 / 2		✓
Experience of utilising relevant manual and IT based administrative systems	1	✓	
Significant working experience of the accurate collation and interpretation of data to suit the intended audience	1	✓	
Knowledge of Apprenticeship frameworks, the Apprenticeship Levy and government funding.	1 / 2		✓
Significant working knowledge of computerised systems and their effective application in context	1	✓	
Good knowledge of administrative procedures and processes	1	✓	
Commitment to ensuring the safeguarding of children and vulnerable adults	1	✓	

Skills	Assessed by	Essential	Desirable
A proven track record of being able to prioritise and organise own work	2	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	2	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	1 / 2	✓	
Demonstrate the ability to work effectively with others.	2 / 3	✓	
A commitment to resolving problems and to improving own performance	2 / 3	✓	
Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	2	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	2 / 3	✓	
Suitable to work with young people and vulnerable groups.	1 / 3	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

**This criteria might be considered at the shortlisting stage.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

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