



New College Durham

JOB DESCRIPTION

Job Title:	Apprenticeship Liaison Officer
Grade:	Support Grade C
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Apprenticeships
Accountable to:	Apprenticeship Manager

Job Purpose

To source and secure suitable employment opportunities, for participants on Apprenticeships programmes and organise employer training requests. To build significant relationships with existing employers and maximise income potential within specific Apprenticeship Provision. To facilitate a job search provision offering assistance and support to individuals on Apprenticeship programmes. To monitor and review learner progress throughout the life of their training programme, whilst maintaining and co-ordinating various support mechanisms to the learner, ensuring the effective delivery of key performance targets of New College Durham.

Key Result Areas

1. Build significant, long term relationships with employers within specific curriculum areas, towards pre-set targets as directed by the Apprenticeship Manager.
2. Actively engage with employers to promote and sell existing apprenticeship provision. To optimise employer engagement opportunities and grow a wider portfolio of employers.
3. Negotiate and agree Apprenticeship Training Agreements and Commitment Statements.
4. Ensure effective communication with Apprenticeship Systems Officers ensuring the team are supplied with accurate and up to date information for the creation of Employer Training Agreements and Commitment Statements.

5. Evaluate potential learners through our comprehensive initial assessment process, in order to match individuals to the most appropriate learning programme incorporating ASC, individual counselling etc.
6. Locate, secure and arrange suitable work placements, which are in line with the chosen occupational area, as well as supporting learners into sustainable employment. Support learners at interview where appropriate.
7. Facilitate the advertisement of all Apprenticeship vacancies in conjunction with the Apprentice Administrator, and manage all applications in line with the College recruitment and selection process.
8. Contribute to apprenticeship recruitment by attending IAG events internally and externally to the college, informing prospective students and employers of apprenticeship opportunities and career pathways for all apprenticeship programmes.
9. Monitor on programme Health & Safety ensuring statutory requirements are adhered to (e.g., health and safety, minimum wage etc.)
10. Working to team and individual targets ensuring recruitment, retention and achievement targets are met, enabling the fulfilment and maximisation of the quality within the defined programmes.
11. Work with the Apprenticeship team on all aspects of the Education Skills Funding Agency contract e.g. quality improvements, Self-Assessment Reports, auditing etc. to ensure the appropriate provider guidance is implemented and followed.
12. Maintain up to date knowledge of government agenda and policies, i.e. raising the Participation Age and ongoing updates to Apprenticeship reforms.
13. Assist in the provision of an advisory service to staff, external agencies, learners and the public to ensure the highest level of customer service in relation to work placements, learning programmes and desired outcomes is provided.
14. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility, in particular complaints, equal opportunities issues and disciplinary procedures.
15. Ensure effective administration procedures in relation to the role are carried out.
16. Provide telesales canvassing as directed by Line Manager
17. Ensure the College's agreed visual identity/corporate image is maintained within Apprenticeships
18. Undertake any other duties commensurate with grade.

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.



A leading College of further and higher education
Principal and Chief Executive: John Widdowson CBE

PERSON SPECIFICATION

Job Title: Apprenticeship Liaison 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	✓	
IOSH Certificate in Health & Safety	1		✓
Information Technology qualification at level 1 or above, e.g. ECDL, CLAiT	1		✓
Information, Advice & Guidance (IAG) qualification level 3 or above	1		✓
Recent and Relevant office experience, to include keyboard skills, telephone queries and filing	1, 2	✓	
Recent experience of working within Apprenticeship programmes in an FE/HE College or School	1, 2		✓
A working knowledge of the Government Agenda regarding Apprenticeships	1, 2		✓
Recent and relevant experience of working in a similar role	1, 2	✓	
Skills		Essential	Desirable
Must hold current driving licence and have use of car for work purposes	1, 2	✓	
Able to work independently and organise and prioritise own work schedule	2, 3	✓	
A knowledge and understanding of Marketing including the ability to market a training product	1, 2, 3	✓	
Able to identify and understand the needs of learners and employers and work to meet their demands	1, 2	✓	

Able to work to set and monitor individual and team targets	2, 3	✓	
Ability to inspire individuals towards realistic career goals	2, 3	✓	
Proven track record of providing excellent customer service to clients both internal and external to an organisation	1, 2	✓	
Must be able to solve problems effectively and efficiently	1, 2, 3	✓	
Must be able to project a positive image to a wide variety of customers	2, 3	✓	
Ability to inform, advise and guide learners in relation to education matters	2, 3	✓	
Suitable to work with young people and vulnerable groups	1, 2, 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.

Issue Date: April 2018