

Job Description

Apprenticeships Operations Coordinator

Registry Services - Degree Apprenticeships Unit

Grade: D

Role profile: SMD2

Full time

Permanent

	Duties of the role
Overall purpose of the role	The Apprenticeships Coordinator will undertake administrative processes associated with the delivery of higher and degree apprenticeships, ensuring that record keeping is fully compliant with external regulatory requirements
Main duties and responsibilities	<ol style="list-style-type: none"> 1. Undertake standard administrative processes supporting the operational delivery of apprenticeship, from onboarding of employers and apprentices, through to completion for a defined portfolio of apprenticeships. 2. Update apprenticeships records in the University's student record systems (including SAP, Maytas and other systems in use), liaising with academic colleagues to ensure that changes are recorded in a timely manner 3. Work proactively to undertake student and apprentice lifecycle processes in line with the academic calendar and the apprenticeship journey. 4. Develop and maintain a good working knowledge of the regulatory requirements for apprenticeships, and apply this when undertaking administrative processes 5. Maintain the highest standards of record-keeping and data accuracy. 6. Generate standard reports and review data, identifying anomalies and compliance issues, and taking proactive action to remedy them. 7. Assist Apprenticeships Operations Officers with quality checking across administrative processes 8. Support the administrative processes associated with apprenticeships who are required to completion functional skills qualifications 9. Respond to enquiries and queries from new and existing employers and apprentices, in order to understand and resolve all problems and enquiries satisfactorily providing high quality responses in line with University practice and procedure 10. Support the work of the team through taking minutes and notes at meetings as required, noting and following up actions 11. Work flexibly to support future relevant portfolio developments within the University (for example Higher Technical Qualifications). 12. Provide an excellent level of customer service to apprentices and employers, acting as ambassador for the University

	Duties of the role
	<p>13. Support activities to ensure the University's readiness for external audit and inspection.</p> <p>14. Perform any other duties commensurate with the job grade as reasonably required from time to time.</p> <p>15. Treat all DMU staff, students, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> <p>16. The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</p>

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	5 GCSEs at grade 9-4, including maths and English, or equivalent qualifications	Essential		✓			✓
	Experience of working in an administrative environment, providing a high level of customer service	Essential		✓	✓		
	Experience of working with data, maintaining a high level of accuracy	Desirable		✓	✓		
	Experience of working with, and interpreting, regulations, ideally related to apprenticeships	Essential		✓	✓		
Knowledge, Skills and Abilities	Good IT and database skills, including familiarity with standard office software systems, such as Office 365, Outlook etc	Essential		✓	✓		
	Excellent customer service skills	Essential		✓	✓		
	Ability to prioritise own workload, and identify and escalate issues as required	Essential		✓	✓	✓	
	Good attention to detail	Essential		✓	✓		
	Ability to work effectively as a member of a team	Essential		✓	✓	✓	
Liaison and communication	Good interpersonal skills and ability to quickly build strong relationships with a range of internal and external stakeholders.	Essential		✓	✓		
	Good communication skills (verbal and written)	Essential		✓	✓		
Additional Requirements	Equality and diversity - Able to provide a service to a diverse range of people to	Essential		✓	✓		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	promote good relations and equality						
	Travel/working hours - Willingness to undertake travel within the UK, and to work outside normal working hours from time to time	Essential		✓	✓		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**