

# Job Description

<b>Post/Job Title:</b>	<b>Apprenticeships Officer</b>
<b>Reference:</b>	
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>Group/Section:</b>	<b>Apprenticeships</b>
<b>Location:</b>	<b>Any University location</b>
<b>Normal hours per week:</b>	<b>37</b> <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>Apprenticeships and CPD Manager</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Special Conditions:</b>	As this role may come into contact with apprentices, the postholder must be familiar with our Safeguarding Policy and, at all times comply, with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.

## Job Purpose

To work as part of the Apprenticeship Team to plan and provide an effective and responsive administrative service in support of admissions, onboarding, end point assessment, quality assurance activities and statutory returns associated with apprenticeship provision. To apply knowledge and understanding of and perform key processes that underpin apprenticeship provision.

The role will be required to work across a range of areas of activity, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

## Main Responsibilities

1. Leading on agreed tasks and responsibilities in relation to apprenticeship provision, this may include areas such as supporting admissions and apprentice onboarding, supporting end point assessment activities, supporting programme quality assurance related activities, supporting apprenticeship provision approval, review and monitoring activities, committee support, data entry, export and analysis, developing materials and resources for staff across the university.
2. Identify and complete a wide variety of auditing and statutory reporting tasks, including data extraction, analysis, transformation and derivation, to ensure the data contained within the student record system (SITS) and apprenticeships management system is comprehensive and quality assured. Take responsibility for ensuring that data complies with the definitions supplied by statutory organisations and work is managed to stipulated timescales. Contribute to the creation and enhancement of data audits to ensure the apprentice record remains compliant.

3. Utilising a range of IT systems, including SITS, Microsoft Office, Microsoft SQL Server Management Studio, service management system and SharePoint to ensure apprentice records are accurate and up to date, produce reports and provide an excellent information resource for all stakeholders.
4. Overseeing and undertaking committee support for a range of internal and external meetings and events
5. Effectively managing a diverse set of tasks and responsibilities as set out in the workload plan. Responding within agreed timescales and referring on when limits of own expertise are reached.
6. Developing and maintaining key relationships with and providing information and advice to academic and administrative staff at the University and Partner Institutions in relation to apprenticeship administration and in accordance with the University's regulations, policies and procedures.
7. Ensuring that all aspects of work achieve high levels of service excellence and making suggestions for service improvements.
8. Designing and delivering appropriate staff development and training activity to ensure that policies and procedures relating to the apprenticeship provision and compliance are understood and implemented.
9. Utilising a range of IT systems, including Microsoft Office and bespoke databases to ensure quality and partnership records are accurate and up to date. Produce reports and provide an excellent information resource for all stakeholders.
10. Liaising with external organisations such as other HEIs, PSRBs and partner organisations.
11. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
12. To ensure that BU is represented professionally in all aspects of communication
13. At all times maintaining appropriate levels of confidentiality, working within the requirements of the Data Protection Act and the University's Confidentiality Policy.
14. Supporting BU wide events and activities e.g. Open Days and Graduation.
15. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

### **Contacts**

**Internal:** All BU staff and students

**External:** Department of Education (DfE), Department of Work and Pensions (DWP), Ofsted, Skills England, relevant Professional, Statutory and Regulatory Bodies, Sector agencies and organisations, the Office for Students, UK partners delivering apprenticeship provision on behalf of BU

### **Information Governance Responsibilities**

#### Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

### **Apprenticeships Officer**

April 2026

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

# Person Specification

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<b>Reference:</b>	
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>SELECTION CRITERIA</b>	<b>Essential/ Desirable</b>

<b>Knowledge (including experience &amp; qualifications)</b>	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous experience of working in an administrative/advisory role with a varied and complex set of responsibilities	E
Experience of committee management and organising meetings	E
Previous experience of working in an administrative role within Higher Education	D
<b>Skills</b>	
Previous experience of supervising / coordinating the work of others	D
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Excellent written and verbal communication skills	E
Good MS Office skills	E
Proven experience of using databases or an enquiry management system to record, extract and manipulate information	E
Proven attention to detail and ability to check own and other peoples' work for accuracy	E
Previous experience of implementing administrative processes effectively	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached	E
<b>Attributes</b>	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Agile approach to work including a positive approach to learning and responding to feedback	E
Ability to work on own initiative and as part of a team	E
Ability to review and recommend changes to structures/systems	E
Ability to prioritise and work to tight deadlines	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E
Flexible approach to work including a willingness to adjust working hours according to service needs	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E