



Job Description

Position / Job Title:	Apprenticeship Programme Delivery Team Leader (Fixed Term)
Ref:	281
Location/Building:	Studland House, Lansdowne Campus
Faculty/Professional Service:	Academic Services
Group/Section:	Academic Quality
Duration if Temporary:	Fixed-Term / Secondment for six months 3 rd February 2025 – 31 st July 2025
Normal Hours per Week:	1 FTE Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	6
Accountable to:	Apprenticeships Compliance Manager

Job Purpose

This Apprenticeship Programme Delivery Team Leader post is funded through an Office for Students bid to grow capacity and capability among English higher education providers to deliver high quality degree apprenticeships provision that meet skills needs now and in the future. They also aim to address equality of opportunity in relation to Level 6-degree apprenticeships.

As a member of the Apprenticeship team within Academic Services, in collaboration with the Academic Quality team and the Apprenticeship Compliance Manager, the postholder will take responsibility in ensuring the university is supported by an agile and efficient apprenticeships team who are able to respond to ever changing external statutory and regulatory requirements including the Education and Skills Funding Agency (ESFA), Ofsted and other relevant sector bodies e.g. Ofqual, Office for Students (OfS) and End Point Assessment Organisations.

The role will specifically support the development of five new degree apprenticeships for a September 2025 start through providing support to ensure compliance with all external statutory and regulatory requirements, and to assure the maintenance of standards and enhance the quality of the apprenticeships.

The role will contribute operationally to cross-BU initiatives with the view to improve processes, enhance apprentice experience and share best practice. The role will work closely with the Apprenticeships Compliance Manager in order to provide solutions to complex and challenging problems. The postholder will take a significant lead in the development of the apprenticeships through setting up systems for admissions/onboarding of the apprentices and enrolling them in the apprenticeships management system.

The postholder will have a full understanding of the portfolio of apprenticeship programmes and the diversity of their apprentice population.

The postholder will provide a clear contact and communication link for key senior roles within the Apprenticeship team, Project Manager, Faculties and Professional Services and be responsible for ensuring the apprenticeship team remains customer-focused, responsive and efficient in all aspects of apprenticeship support and apprentice experience.

The postholder will be required to provide mutual support within the apprenticeship team when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Support compliance with the ESFA, Ofsted and other relevant external regulators for the new apprenticeship provision, including appropriate governance structures for oversight of apprenticeships, providing central oversight of all quality assurance functions such as implementation of data, monitoring and reporting and committee functions.
2. Support the preparation and submission of institutional applications related to the new apprenticeship provision, including the Apprenticeship Provider and Assessment Register (APAR), and provide expert advice and guidance on development of any applications and related documentation including business cases.
3. Understand annual funding rule changes to advise on the impact on current processes and procedures and provide specialist advice and guidance to senior staff in faculties and professional and support services on the development and delivery of apprenticeship provision, including any issues identified during the production of statutory returns.
4. Manage the development of resources that will support the development and delivery of apprenticeship provision, such as document templates, guidance and training resources. This may include guidance on such processes as admissions, on-boarding, programme approval/review, end point assessment and BU's responsibilities as an apprenticeship training provider and end point assessment organisation.
5. To have shared responsibility for the management and continual improvement of the admissions process for all apprentices including documentation and evidence, ensuring full compliance with Ofsted, ESFA and other regulatory bodies. Providing, and regularly seeking to improve, an excellent level of customer service to all learners and employers.
6. To have shared responsibility for the management and continual improvement of the end point assessment process for all apprentices including documentation and evidence, ensuring full compliance with OfS, Ofsted, ESFA and other regulatory bodies. Regularly seeking to improve the learner and employer experience in relation to end point assessment.
7. Establish, document and maintain effective processes and procedures including the development of reports to extract data from the apprenticeship management and student record systems that facilitate data validation, transformation and reconciliation in accordance with statutory definitions. Produce audits and liaise with Faculty and other Professional Service staff to gather timely responses.
8. Identify, coordinate and deliver appropriate development opportunities to ensure effective knowledge transfer within the service and establish a culture of continuous professional development. This could include staff training together with employer and apprentice information sessions relating to apprenticeship compliance
9. Ensure all aspects of work achieve high levels of Service Excellence. Contribute to continuous improvement by identifying opportunities for process enhancements, the development of performance measures and regular monitoring of performance against agreed standards.
10. Engage in regular training and development to maintain an acute understanding of activity within UK Higher Education in particular that which impacts the statutory landscape, the apprenticeship management system and/or the student record system. Play a key role in assessing the impact of those developments on the work of the service and inform the review of policy, processes and procedures as appropriate.
11. At all times maintaining confidentiality, working within the requirements of the Data Protection Act and the university's Confidentiality Policy.
12. Liaise with external organisations including statutory, regulatory and professional agencies and software suppliers as appropriate.
13. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: All levels of staff across Faculties and Professional Services, including Academic Quality and Student Administration, PRIME, Deputy Deans, Heads of Department, Education Service Managers.

External:

Education and Skills Funding Agency (ESFA), Ofsted, Ofqual, Institute for Apprenticeships and Technical Education (IfaTE), relevant Professional, Statutory and Regulatory Bodies, Sector agencies and organisations, the Office for Students, UK partners delivering apprenticeship provision on behalf of BU.

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.

Challenges

Undertaking all operational responsibilities associated with BU's Education and Skills Funding Agency (ESFA) funded provision, this role needs to ensure that work is planned and monitored effectively to align with regulatory and statutory agendas as well as the university's own strategy and priorities. The postholder will facilitate the university's implementation of appropriate centralised operational processes and procedures that ensure the effective management of all apprenticeship provision.

This role requires a proactive, methodical and analytical approach and the postholder will need to be comfortable with identifying and addressing barriers to change to ensure the effective implementation of new ways of working. There will be a need to balance conflicting resource requirements to ensure the effective and efficient fulfilment of statutory and regulatory responsibilities. A commitment to service excellence and an ability to deal with challenging situations is also essential.

Information Governance Responsibilities

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

Additional Information

NB. 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.

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 and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

October 2024



Person Specification

Post / Job Title:	Apprenticeship Programme Delivery Team Leader	Post No: 281
Service:	Academic Services	Date: October 2024
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)		E
Experience of statutory returns, preferably in an HE context		D
Experience of apprenticeship provision, working with the ESFA and Ofsted, preferably in an HE context		E
Experience of manipulating large and complex datasets		E
Experience delivering excellent service in a complex environment		E
Understanding of leadership and development		E
Experience of delivering complex data reports with reporting applications e.g. SQL, SSRS		D
Experience of working within Higher Education in the area of student record systems		D
Experience of using apprenticeship and/or student management systems including a good understanding of the principles that govern the system(s)		D
Experience of HE quality assurance frameworks and review/audit methodologies		D
Skills		
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, BU stakeholders and external organisations		E
Proven ability to manage projects		E
Demonstrable proficiency in using databases, spreadsheets and/or a records system to record and extract information		E
Good level of numeracy including competency and confidence in handling and manipulating complex data		E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances		E
Excellent analytical and problem-solving skills		E
Excellent written and verbal skills including an ability to present complex information in a concise and understandable manner		E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.		E
Ability to review, design and implement administrative processes effectively		E
Attributes		
Commitment to service excellence		E
Highly organised approach with ability to prioritise and work to tight deadlines.		E
Ability to develop and maintain professional relationships of respect, trust and support with all stakeholders		E
Agile and flexible attitude towards work including a positive approach to feedback and change		E
A methodical and systematic approach and an aptitude for accuracy and attention to detail		E
Commitment to personal and professional development		E
Personally resilient and able to keep calm under pressure		E
Ability to contribute to the development of BU's apprenticeship team infrastructure		D