
Work Based Learning Administrator

External Vacancy

Post Ref: 6166. Full Time, 37 hours per week. £17,683.13 to £18,652.73 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

Northumberland College is looking to appoint a Work Based Learning Administrator with excellent attention to detail and customer service ethos, to provide a high quality administrative service as well as contribute to the continuous improvement of the Work Based Learning and Apprenticeship team.

The successful candidate will support the Business Development Team and Employers with recruitment and selection of apprentices. Duties will include updating spreadsheets, responding to emails and telephone queries, compliance checking information and supporting the WBL Managers.

You will have GCSE English and Maths at grade C or above (or equivalent) and a level 3 qualification. Essential to the role is excellent communication, customer service and IT skills, high integrity and the ability to work across many departments. Applicants should also have relevant administration experience in a busy office environment and experience of dealing with complex data.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack. Please note we will only accept Sunderland College application forms.

All applications must be received by 12noon Monday 21 October 2019.

It is anticipated that interviews will take place week commencing 28 October 2019.

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title:	Work Based Learning Administrator
Post Reference:	6166
Reports to	Work Based Learning Manager
Department	Apprenticeships & Work Based Learning
Grade	011-013
Contract	Fulltime, Permanent
Location	Ashington Campus, Northumberland College

ROLE PURPOSE

- To provide efficient and effective support to Apprenticeships & Work Based Learning and Business Development by coordinating and administering all appropriate documentation relating to Apprenticeships and work based learning (WBL) provision, ensuring compliance with contract requirements, funding agencies and Group policies and procedures.
- To support the delivery of an excellent student experience through ensuring the work undertaken within Apprenticeships & Work Based Learning is of high quality, accurate and delivered effectively.

KEY ACCOUNTABILITIES

Work based learning administration

- To establish, maintain and develop effective administrative systems and procedures to ensure consistency and compliance to standards and quality.
- To monitor the quality of enrolment documentation and follow up problems or issues of non-compliance with relevant staff.
- To track and monitor the completion of Apprentices and ensure they are accurately completed for the framework/standards delivered.
- To work closely with WBL Managers to ensure data completeness at student and curriculum levels.
- To communicate effectively with Trainer Assessors or Skills Coaches, WBL Managers and other College staff as appropriate to ensure all queries and discrepancies are investigated and resolved promptly to conform to ESFA guidance.
- To develop and maintain knowledge of funding regulations that are specific to apprenticeships and WBL, and ensure that student data fully comply with these requirements, monitoring the quality of paperwork and following up problems or issues of non-compliance.

- To ensure the operational requirements of Group policies and procedures are understood and implemented by Apprenticeship and WBL staff.
- To work with the Registry Officer - WBL, Funding & Compliance Manager and other colleagues to develop and implement appropriate data validation mechanisms and monitoring of data quality for Apprenticeships and WBL.
- To work closely with the Funding & ILR Administrator in identifying any issues with data quality as a result of errors generated by DSAT and ensuring that these issues are resolved promptly and efficiently with WBL team.
- To assist with the preparation for internal and external audits, ensuring that all learner information is audit compliant.
- To attend appropriate meetings to ensure that student data issues relating to Apprenticeships and WBL are resolved and provide information, advice and support to colleagues.
- To be the first point of contact for employers, Registry & Data Team, Trainer Assessors or Skills Coaches and staff involved with Apprenticeships and WBL, maintaining good customer relationships by providing an efficient and customer focused service.
- To assist the Associate Principal – Apprenticeships and WBL Managers in determining work priorities and ensuring Group deadlines are met.
- To monitor and report on the activities and progress towards profile targets for Apprenticeships and WBL provision, providing timely and detailed information to all stakeholders.
- To coordinate information requirements and deadlines issued to Apprenticeships and WBL teams, ensuring the information is completed and returned as required, in a timely manner and in accordance with Group policy.
- To coordinate work flow and promote communication between Business Development, Apprenticeships and WBL, and other business support areas like Registry & Data, MIS, People & Development, Finance and Student Services.
- To assist in the checks for employer incentives liaising with relevant staff to determine the status of Apprentices and WBL learners and eligibility of employers.
- To track candidates and liaise with the recruitment team within Business Development to fill apprenticeships vacancies.
- To provide guidance and support to potential and existing employers for both apprenticeship recruitment and Apprenticeship Service queries.
- To accurately input and manage Apprenticeship vacancies using the online Apprenticeship Service system.
- To liaise with the Marketing department to ensure that the Group and individual college website apprenticeship sections are up-to-date and accurate.
- To liaise with relevant staff to ensure that external apprenticeship directories are maintained.
- To advise line manager of any issues as soon as possible and participate in problem solving discussions.
- To input and run reports from the CRM system.

- To maintain the End Point Assessment (EPA) tracker and liaise with relevant internal departments to ensure that learners are registered for EPA appropriately.
- To deal with the collection and distribution of all outgoing mail.
- To receive incoming telephone calls and ensure all calls are handled efficiently and effectively.
- To provide a high quality support service to both internal and external clients to meet agreed service standards.
- To issue, track and administer invoices for commercial work.
- To monitor the payment of invoices for employer contribution for apprenticeships and liaise with the Finance team to resolve queries.
- To organise and facilitate commercial training including organising inductions, rooming, paperwork etc.
- To assist in the collation of employer engagement surveys.
- To maintain version control of all documentation produced.
- To assist the WBL managers in the organisation of assessments both initial assessments and end point assessments including organising rooms, staffing, etc.
- To maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the Data Protection Act.

General duties

- To comply with Group policies and procedures and the Staff Code of Conduct.
- To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post.
- To invigilate during examinations if and when requested.

PERSON SPECIFICATION – WBL Administrator (Apprenticeships) Post Reference: 6166

			ASSESSMENT METHOD			
	Essential	Desirable	Certificate	Application Documents	Reference	Selection Process
Qualifications						
NVQ 3 in Customer Service / Business Administration or the willingness to obtain one	✓		✓	✓		
GCSE Maths and English Grade A* - C or equivalent	✓		✓	✓		
Experience						
Previous experience of working in a similar role.	✓			✓	✓	✓
Effective liaison with employers and college staff in identifying and resolving discrepancies	✓			✓	✓	✓
Proven administrative support	✓			✓	✓	✓
Experience of working to and meeting deadlines	✓			✓	✓	✓
Experience in a post 16 college / university setting	✓			✓	✓	✓
Experience of using the full range of Microsoft Office Software	✓			✓	✓	✓
Skills and Understanding						
Knowledge and understanding of the legalities relating to Work Based Learning.	✓			✓	✓	✓
Knowledge of the ESFA funding and audit regimes.	✓			✓	✓	✓
Possess organisational and time management skills	✓			✓	✓	✓
Ability to provide timely and accurate information	✓			✓	✓	✓
Ability to analyse and assimilate information quickly	✓			✓	✓	✓
Attention to details and high standard of accuracy and commitment to compliance.	✓			✓	✓	✓
Ability to identify the root cause of problems and implement solutions	✓			✓	✓	✓
Ability to maintain a professional manner in all circumstances.	✓			✓	✓	✓
Respects confidential nature of work and maintains absolute confidentiality.	✓			✓	✓	✓
Ability to work effectively as a member of a team	✓			✓	✓	✓
Ability to liaise effectively with employers, staff, learners and external agencies as required	✓			✓	✓	✓

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				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Ability to multi-task effectively.	✓				✓	✓	✓
Prepared to work flexibly according to the needs of the service	✓				✓	✓	✓
Knowledge of welfare/ benefits system.	✓				✓	✓	✓
Personal Attributes							
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
The ability to communicate at all levels	✓				✓		✓
Ability to deal with situations sensitively and with empathy, both face to face and telephone communication	✓				✓		✓
Ability to work under pressure	✓				✓		✓
Good record of attendance and timekeeping	✓				✓		✓
Able to cope with unexpected situations	✓				✓		✓
To work at any of the College sites on a temporary or indefinite basis as required	✓				✓		✓
To undertake such duties as are reasonably allocated, appropriate to the grade of the post	✓				✓		✓
Personal interests include interaction with people and a willingness to learn.	✓				✓		✓
To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	✓				✓		✓
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓		✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓		