**Job description for:** Apprenticeships Coordinator

**Level:** Coordinator

**Accountable to:** Apprenticeships Manager

**Key relationships:** Programme Managers, Head of Apprenticeships, Workforce Development team, Curriculum & Delivery team, support teams

**Salary grade:** Admin Grade 3 (Senior Officer/Coordinator)

**Hours:** Full-Time, Permanent: 37 hours per week (Monday to Friday)

**Location:** West End / Hybrid

Home working options for c. 2 days per week

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**About us**

The Fashion Retail Academy (Ofsted outstanding) is a unique, industry led academy. Founded by retail giants, we offer a range of exclusive Fashion courses with unparalleled industry involvement to ensure our students gain the skills and contacts needed to successfully progress to employment.

Supported by and working closely with over 140 fashion brands from high street staples to digital giants and luxury brands, we offer a wide range of specialist fashion diploma, degree and short courses, many of these exclusive to the FRA with start dates throughout the year.

Our courses are developed with industry partners to provide our students with a combination of in-depth fashion retail knowledge and unrivalled hands-on practical industry experience (which include high quality occupationally relevant work placements, industry masterclasses from the leading figures in industry, live commercial projects and our industry preparation enrichment). Our graduates leave with a wide range of skills and experience guaranteeing them the fastest route into work.

This is a hugely exciting time to join the FRA; we are constantly expanding, both in student numbers and square foot! In addition to our main site on Gresse Street, we have recently acquired a new state of the art office on Newman Street, doubling up as a social space for our staff in the evening.
We are looking for an experienced programme coordinator, with an excellent understanding of teaching, learning and assessment, to join our Apprenticeships team, working closely with both the Apprenticeships and Workforce Development teams. The successful candidate will be a qualified assessor and internal quality assurer, with a broad-based understanding of what constitutes an exceptional training programme, ideally with some understanding of a contemporary retail setting.

The post holder will take personal responsibility for the operational management of a growing portfolio of apprenticeship and traineeship programmes, ensuring these are delivered to an exceptional standard. They will coordinate the delivery team to ensure high quality, relevant, timely and compliant programmes that are delivered to budget. This will be achieved through planning, resourcing and continually monitoring and enhancing the quality of delivery through their curriculum team, and with wider FRA support functions.

**Key accountabilities**

- Coordinate the day-to-day delivery of outstanding apprenticeship and traineeship programmes, ensuring employers expectations are exceeded.
- Support with resource and operational planning of apprenticeship and traineeship programmes, ensuring appropriate staffing, timely delivery and financial efficiency.
- Undertake internal quality assurance to ensure the programmes meet required Ofsted standards.
- Support the team with innovation by contributing to the development of new and innovative delivery models, and continually reviewing own practices and adopting improvements, as appropriate.

**Programme Coordination**

- Oversee the day-to-day operational delivery of all apprenticeship and traineeship programmes through troubleshooting operational issues, coordinating external delivery, supporting the
arrangements of cover, signing off timesheets, checking registers, etc.

- In collaboration with the Apprenticeships Manager, support, develop and oversee the Programme Managers, in line with FRA policies, procedures and values, creating an open and reflective environment.
  - Provide oversight of their work, supporting the drive for quality and employer responsiveness through support and constructive critique.
  - Source development opportunities to enrich their work and improve delivery standards.

**Resource Planning**

- In collaboration with the Apprenticeships Manager, support resource, operational planning and employer engagement.
- Support the work of the Apprenticeship team to ensure commitments to employers are discharged and exceeded.
- Proactively source solutions around planning constraints and proactively look for ways to support building operational and financial efficiencies into resource planning.
- Work with the Apprenticeship team and key colleagues to ensure programmes are planned in line with corporate guidance, resource capabilities and retailer requirements.
- Support sourcing of solutions to timetabling constraints.
- Contribute to the recruitment activity of the delivery team.
  - Support, coordinate and participate in the sourcing, vetting and the recruitment of the apprenticeship programme delivery team at all levels.
  - Work proactively to support the identification of talent for current and prospective elements of delivery, including national programme.
  - Ensure teams are a suitable brand-fit for each retail partner.
- Support resource and operational planning for End Point Assessment services, acting as a key liaison for employers, learners and End Point Assessment organisations.

**Quality Assurance and Enhancement**

- Alongside other members of the Apprenticeships team, ensure learners are ready for End Point Assessments by practicing assessment methods with the students to ensure they are prepared e.g. undertaking mock professional discussions, project presentations etc.
- Continually monitor programme delivery to proactively identify quality enhancements, including but not limited to informal learning ‘walks’, routine audits and portfolio sampling.
- Develop awareness of developments in key external quality processes, e.g. Ofsted pilot inspections and bring findings to FRA practice.
- Collate information from multiple sources to create reports for board, annual self-assessment reports, internal monitoring and a range of other requirements.
- Ensure delivery teams are using core management information and learning management systems effectively.
- Identify and embed quality enhancements.
- Ensure best practice from Apprenticeship programmes and the FRA’s wider delivery teams is cascaded and used to inform quality enhancements.

**Innovation**

- Work with the Apprenticeship team and Workforce Development team to develop new fit-for purpose Apprenticeship programmes, in line with industry requirements and quality standards.
Areas of support could include developing briefs, commissioning work, reviewing progress, and quality sign off.

- Support the Apprenticeship team and Workforce Development team in the development of new and innovative delivery models, including remote, online and virtual learning, to service national Apprenticeship cohorts across a range of programmes.

**In line with all staff**

- To act in the interests of the FRA at all times.
- To support the delivery of the FRA’s strategy as it relates to this post.
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the FRA.
- To be committed to your own development through the effective use of the FRA’s performance review and staff development processes.
- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the FRA’s strategic plans.
- **Safeguarding.** Comply at all times with the FRA’s safeguarding policy and play an active role in maintaining and promoting students’ safety, security and well-being in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the FRA’s Equality and Diversity policy at all times.
- **Health and Safety.** Comply with and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA’s policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR.

*The job description should not be regarded as exclusive or exhaustive. It is intended to be a summary outline of the current areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.*

*Updated December 2023*
## Person Specification

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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ Assessor qualified - relevant awards in assessing (L3/L4), CAVA and/or hold relevant qualifications including: D32/33/A1/TAQA; D34/V1/IQA</td>
<td>▪ Degree or equivalent, or significant practical work experience in a similar role</td>
<td>▪ Teaching qualification or willingness to undertake one</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ A comprehensive understanding of assessing and internal quality assurance processes</td>
<td>▪ Understanding of contemporary retail and pressures on industry</td>
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<tr>
<td>▪ Good understanding of effective quality teaching, training and development</td>
<td>▪ An understanding of Ofsted regulations</td>
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<tr>
<td>▪ An understanding of the further education sector and Apprenticeships</td>
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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ Prior experience in education and/or training</td>
<td>▪ Experience of working in the retail sector</td>
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<tr>
<td>▪ Experience of delivering high quality teaching and training in a workplace or classroom environment</td>
<td>▪ Experience of managing budgets</td>
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<tr>
<td>▪ Experience of developing and managing quality assurance frameworks</td>
<td>▪ Experience in self-initiating project work</td>
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<td>▪ Experience working with Ofsted</td>
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<tr>
<th>Skills</th>
<th>Essential</th>
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<tr>
<td>▪ Ability to compile high quality reports</td>
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- Proficiency in excel
- Excellent relationship management skills working effectively with colleagues and external organisations
- Ability to communicate effectively, both orally and in writing
- Ability to work methodically and systematically and structure the work of others

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<th>Attributes/Personal Characteristics</th>
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<tr>
<td>▪ Confident and resilient</td>
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<td>▪ Ability to influence change</td>
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<td>▪ A committed team player and possessing a ‘can do’ approach and a willingness collaborate and cover for other team members as required</td>
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<td>▪ Ability to motivate others</td>
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<td>▪ Self-starter with ability to use own initiative</td>
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<td>▪ Ability to prioritise workload and plan appropriately to meet deadlines</td>
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<td>▪ Commitment to promoting equal opportunities and diversity</td>
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<td>▪ Positive outlook and approach to change and comfortable working with ambiguity</td>
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<tr>
<td>▪ Natural collaborator and team player</td>
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<td>▪ Passionate about education</td>
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<td>▪ Adaptable and a confident approach to meet the challenges of a fast-paced environment</td>
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<td>▪ Proactive, self-motivated, flexible – doing what needs to be done and prioritising FRA needs</td>
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<td>▪ Commitment to own professional development</td>
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<tr>
<td>▪ Actively networking with industry professionals</td>
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<tr>
<td>▪ Commitment to practicing and modelling the FRA’s values</td>
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Our vision, mission and values

Vision

To be the home of Fashion’s next generation with a transformative educational experience that changes lives, creates and enhances careers and prepares our graduates for success in the real world.

Mission

To pioneer educational experiences with industry which nurture and develop the next generation for high value careers in fashion and retail.

Values

Collective courage for a successful future:

Customer centric: “If it matters to our students, it matters to us”

Authentic Action: “We’re authentic in our actions, words and interactions”

Resilient: “Integrity in our actions to relentlessly strive for what we care about”

Enthusiastic: “If it matters to you, make it matter to others”
WE OFFER A MARKET-LEADING BENEFITS PROGRAMME THAT OFFERS SOMETHING FOR EVERYONE!

Health & Wellbeing
- A customisable monthly wellbeing allowance aimed to support your healthy lifestyle, whatever that may be!
- Funded counselling and/or CBT provided by Bupa.
- Highly competitive sick pay to support you in a time of need.
- **Cycle to work scheme** - save at least 25% on a new bike and fitness accessories.
- Annual flu vaccination programme.

Work-Life Blend
- Incredibly generous holiday allowances:
  - 25 days holiday plus bank holidays (support staff)
  - 30 days holiday plus bank holidays (managerial staff)
  - 35 days holiday plus bank holidays (academic and director staff)
- Plus extra days off at Christmas, Birthday leave and Celebration leave, and.....an additional 2 weeks off and an Around the World ticket every 5 years!
- Enhanced family leave pay, including 6 months fully paid maternity, adoption and shared parental leave!
- A buying and selling holiday scheme.
- Amazing flexible working opportunities, including hybrid working, flexi hours, a sabbatical scheme, and the ability to be able to request formal flexible working from day 1.

FRA Culture
- Vibrant and inclusive environment with regular socials including all staff parties, team nights out, and more casual affairs such as our monthly Thirsty Thursdays 😄
- Employee led staff recognition awards.
- Modern facilities including a delicious food and beverage provision.
Financial Health

- An enhanced pension scheme provided by Prudential (on the successful completion of probation): employee contributions matched by employer up to 5%.

- Automatic enrolment workplace pension provided by People’s Pension (available from day 1): 5% employee contributions and 3% employer contributions.

- Financial and legal advice through our top end Employee Assistance Programme.

- Refer a friend scheme and pocket £500!

- Techscheme allowing you to spread the cost of the latest tech over 12 months, plus NI savings.

- Interest-free travel season ticket loans.

- Local area discounts and offers including corporate rates for local gyms, discounted restaurants and bars.

Personal Growth:

- Personal learning & development allowance to empower you to take ownership of your professional journey.

- Financial support and mentoring towards professional qualifications.

- A wide range of in-house and external training, CPD, teacher training and teaching practice development.

- Free access to LinkedIn Learning for personalised learning, virtually everywhere anytime!

- Reimbursement for annual professional membership fees relevant to your role.

Social Impact:

- FRA fundraising contributions – if it matters to you, it matters to us. We match sponsorships up to £1000!

- 2 paid charity volunteer days per year.

- Payroll charitable giving.
Contact us:

To arrange an appointment for an informal discussion about the role and our organisation, please email recruitment@fra.ac.uk