



Role Profile

Job title:	Apprenticeships Officer	Job Family:	Individual Contributor
Grade:	F	Reports to:	Area Delivery Manager
Location:	Mobile - Across all Nations	Team:	Apprenticeships
Author/owner:	Head of Apprenticeships	Version/Date: (See version control table below)	Version 1.1E 13/10/17

Role Purpose: why the role exists and its overall contribution to the organisation

Responsibility for the recruitment, reviewing, managing progression, learning portfolio management, management, timely achievement of apprentices and learner health, safety and, wellbeing, in compliance with relevant government funding requirements.

Role Accountabilities: main areas for achieving delivery and results

Promotion of Apprenticeships

Recruitment of suitable apprentices to meet the requirements of the area business plan
Including and not limited to:

- Generating vacancies via wide ranging stakeholder engagement
- Increasing the number of suitable applicants to meet the area vacancies
- Through promotion of the apprenticeship offer, work with existing and new employers to generate and increase business
- Managing matched and unmatched applicants

Recruitment of Apprentices

To ensure apprentices are signed up in accordance with contractual requirements, including:

- Undertake Initial Assessment, sign up and induction of new apprentices
- Accurate completion of all sign up paperwork
- Workplace health and safety vetting
- Assignment of provider placement and accommodation
- Brief employers to ensure they understand their responsibilities in the delivery of the apprenticeship

Retaining Apprentices



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Take all possible steps to retain and progress learner on programme to attain the highest level of achievement possible, including:

- Managing and reporting progress
- Delivering on site tutorials and small group training
- Undertake regular progress reviews
- Regular operational management meetings with providers to agree actions on learner progress including:
 - Accurate RAG rating,
 - Agreed and timely interventions to drive achievement
- Manage the learners learning and development plan
- Progress learners to the next level of apprenticeship where appropriate and available
- Make all appropriate interventions to minimise leaver non achievers.
- Timely submission of paperwork for leavers who leave without achievement

Achievement

Monitor and record milestones towards achievement for all elements of framework or standard and follow through to final certification including:

- Ensure evidence of completion for all elements of the framework is submitted prior to the planned end date
- Celebrate success by ensuring learner are nominated for awards and competitions
- Prepare learners for End Point Assessment where required

Customer Excellence

- Communicate with employers on wide range of issues including selling benefits of CITB Apprenticeships, progress reviews, agreeing action plans and related support for apprentices, disciplinary, grievance, safeguarding issues and grants issues.
- Effectively dealing with internal and external complaints in a timely manner
- To encourage companies to participate in CITB products in addition to apprenticeships.
- Conduct all dealings with internal and external stakeholders in a professional manner

People Leadership / Team Leadership – where the role has direct or matrix reports.

- This role does not have any direct reports, however it is expected that role holder will develop collaborative and productive relationships with internal and external stakeholders
- Coaching and mentoring new colleagues and team members

Decision Making and Business Impact and Change Management



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Decision Making

- Selection of applicants and employers
- Validation of work placements following pre placement H&S check
- Interventions and actions regarding learner management and progress

Business Impact

- This role requires a level of financial and commercial awareness around the delivery of government funded contracts
- This role has no financial budget management

Change Management

- Ability to work in a constantly changing environment

Knowledge, Skills, Qualifications and Experience:

Knowledge & Experience

- Working under publicly funded contracts subject to inspection regimes
- Knowledge of Safeguarding
- Working with, understanding and motivating young people

Skills

- Planning & Scheduling
- Time management
- Working to challenging deadlines
- Mobile working
- Communication skills
- Willingness to learn and adapt
- Ability to self-manage and motivate
- Excellent and accurate IT skills
- Mentoring and Coaching
- Effective use of learner management and customer relationship management systems

Essential

- Presentation skills and experience in delivering briefing sessions (essential).
- Well-developed communication and interpersonal skills with ability to Influence, challenge and to manage conflict and difficult situations. (essential)
- Understand Management Information Systems to be able to demonstrate and monitor progression towards achievement targets. (essential)
- MS office skills packages, using technology such as laptops and tablets. (essential)
- Knowledge and experience in learner safeguarding and wellbeing (essential)



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- Experience in being responsible for own workload, diary management and working independently to tight schedules (essential).
- Recognised Health & Safety Qualifications i.e. SSSTS in line with contractual requirements (essential).
- Maths and English qualification Level 2

Desirable

- Working knowledge/experience in Government Work Based Learning requirements and related inspection requirements (desirable).
- Training or teaching qualification or a willingness to undertake a qualification (Teaching, training & assessing learning L3)

Key Behavioural Competencies

Drives for results - Level 2
Works collaboratively - Level 2
Building Capability – Level 2
Customer Focus – Level 2
Lead by example - Level 2

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- This role is a mobile role, with no office base, and may involve significant daily travel
- Full UK Driving Licence is essential
- This role requires a flexible approach to working patterns and may involve occasional overnight stays