

# Apprenticeship Outcomes Officer

## Job Specification

Date created: November 2022

### JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern
Location flexibility:	The place of work for this role is <b>Split</b> between the Horizons office in Reading and your home*; the exact split of days/hours is negotiable but must include up to thirty working days spent at Horizons per year. However, you may work more in the office should you wish *Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document
Department:	Business Development & Apprenticeships
Line manager:	Allocated Apprenticeships Outcome Manager

### Role summary

An Apprenticeship Outcomes Officer manages a caseload of apprenticeships to achieve timely and successful outcomes. You will plan for and facilitate high quality progress reviews where the apprentice and the employer take the lead in reviewing the progress made. As part of this you will facilitate the setting of targets that stretch and challenge the apprentice to achieve their maximum potential. You will monitor each allocated apprentice's participation in off-the-job training and ensure that the requirements for apprenticeship funding are met. You will maintain accurate records of apprentice progress and other factors within each allocated apprentice's e-portfolio. You will also provide non-technical support and guidance to employers of apprentices in allocated caseload to enable them to understand and fulfil the requirements of the apprenticeship and to support their apprentice(s) to achieve. You will also undertake administration relating to changes of circumstances, gateway progression and completions for apprenticeships in the allocated caseload.

### Role accountabilities and responsibilities

- Schedule, plan for and undertake high-quality progress monitoring and review activity for an allocated apprentice caseload.
- Monitor each allocated apprentice's participation in off-the-job training and ensure, through taking interventions as appropriate, that the requirements for apprenticeship funding are met.
- Maintain accurate records of apprentice progress and other factors within each allocated apprentice's e-portfolio. This will include recording progress against milestones, updating milestone dates as appropriate and maintaining a journal.
- Be jointly accountable, with the relevant Apprenticeship Outcome Manager, for the achievement of retention, achievement and success targets for apprentices in allocated caseload.

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- Provide non-technical support and guidance to employers of apprentices in allocated caseload to enable them to understand and fulfil the requirements of the apprenticeship and to support their apprentice(s) to achieve.
- Respond to Student Central queries related to apprentices in allocated caseload.
- Contribute to apprentice on-boarding activities, e.g. induction etc.
- Undertake required aspects of administrative work in relation to changes of circumstances, gateway progression and completions for apprenticeships in the allocated caseload.
- Support the implementation of outstanding Safeguarding practice (including health, safety and welfare) across UCEM's apprenticeship team, in liaison with UCEM staff with designated responsibilities for Safeguarding.
- Follow-up on and where appropriate refer any health and safety issues/concerns identified as part of apprentice progress reviews or by any other means.
- Support the compliance of UCEM apprenticeship programme delivery with ESFA requirements and partnership lead provider requirements.
- Support self-assessment and quality improvement planning activity.
- Support the integration of UCEM's apprenticeship provision into UCEM's core business.

Line management responsibility:	NONE
Budget responsibility:	NONE
<u>In this role you will liaise with:</u> Apprentices, Employers, Apprenticeship Team staff, Student Outreach staff, Academic Team staff, Professional Services staff	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
Level 3 or higher qualification or equivalent workplace experience consistent with Level 3 or higher knowledge and skills	X		X		
Level 2 Maths and English at Grade C or 4 or higher, or the willingness and ability to achieve these within six months of appointment	X		X		
Evidence of recent professional development		X	X		
Further education level qualifications		X	X		
Teaching qualification e.g. PGCE, Cert. Ed., DTLLS, FHEA		X	X		
Coaching or counselling qualification		X	X		
Degree level qualification or equivalent		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					

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Previous experience	Essential	Desirable	A	I	T
Experience in a similar role	X		X	X	
Experience of supporting learners/apprentices in identifying and setting own SMART targets	X		X	X	
Experience within the education sector / Built Environment / Higher Education		X	X	X	
Experience of standards-based apprenticeship delivery including end-point assessment processes		X	X	X	
Experience of Ofsted inspection processes		X	X	X	
Experience using Microsoft Teams or Zoom for virtual meetings		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Strong verbal and written communication skills	X		X	X	
Strong planning and organisational skills	X			X	
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X			X	X
Skills in motivating and supporting others to achieve their goals	X		X	X	
Ability to work to deadlines and manage competing priorities, in a highly pressurised environment	X		X	X	
Ability to work flexibly and adapt readily to changing circumstances	X		X	X	
Excellent attention to detail	X		X	X	
Knowledge of safeguarding and Prevent Duty requirements		X		X	
Knowledge of apprenticeship funding methodologies and funding rule requirements.		X	X	X	
Knowledge of the maths and English functional skills curriculum and initial and diagnostic assessment processes and skills development resources, e.g. BKSB or similar		X	X	X	
Knowledge of the Education Inspection Framework and Ofsted inspection processes		X	X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	X			X	

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Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, and Anti-bullying, Harassment and Sexual Misconduct	X			X	
Ability and flexibility to travel as required in relation to the job role	X			X	

## PAY & BENEFITS

- Salary £30,942 per annum (Full Time Equivalent).
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Wellbeing support and full access to the Employee Assistance Programme. This includes mental health support; several UCEM employees are trained Mental Health First Aiders.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth).
- Charity giving options available.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use.

*On the jobs page of our website, you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application.

Please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role; AND
3. A completed Recruitment Check Form which is available from the jobs page of our website.

The above items constitute a complete job application. \*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

Internal applicants are advised to inform their line manager of their application.

**NO AGENCIES:** We are not using agencies for this vacancy and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

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## Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Becky Bickerton on 0118 467 2154 or email [r.bickerton@ucem.ac.uk](mailto:r.bickerton@ucem.ac.uk)

For any other enquiries please contact HR on 0118 467 2013/2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

## Closing date and next steps

Monday 5 December 2022 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

## Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.