JOB DESCRIPTION

New College Durham

Job Title:	Apprenticeship Liaison Officer
Grade:	Support Grade C
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Apprenticeships
Accountable to:	Apprenticeship Manager

Job Purpose

To source and secure suitable employment opportunities, for participants on Apprenticeships programmes and organise employer training requests. To build significant relationships with employers and maximise income potential within specific Apprenticeship Provision. To maintain accurate Apprentice documentation in line with audit requirements throughout the learner journey and facilitate a job search provision offering assistance and support to individuals on Apprenticeship programmes. Co-ordinate support between various mechanisms internally and externally to the college. Ensure the effective delivery of key performance targets of New College Durham.

Key Result Areas

1. Source and build significant, long term relationships with employers within specific curriculum areas, towards pre-set targets as directed by the Apprenticeship Manager.

2. Actively engage with employers to promote and sell apprenticeship provision. To optimise employer engagement opportunities and grow a wider portfolio of employers.

3. Working to team and individual recruitment targets ensuring recruitment, retention and achievement targets are met, enabling the fulfilment and maximisation of the quality within the defined programmes.

4. Create and maintain accurate Apprentice ILR enrolment records and documentation, ensuring timely submission of enrolment paperwork, ongoing component claims, changes to circumstances and Apprentice completion claims are made within a timely manner.

5. Undertake regular Apprentice destination check and collate precise data for reporting purposes.

6. Contribute and adhere to audit requests in line with the Education and Skills Funding Agency Funding rules.

7. Negotiate and agree Apprenticeship Training Agreements and Commitment Statements, ensuring all parties are aware if their contribution and commitment to the Apprenticeship programme.

8. Ensure effective communication with Apprenticeship Systems Officers ensuring the team are supplied with accurate and upto date information for the creation of Employer Training Agreements and Commitment Statements.

9. Work with internal curriculum teams to evaluate potential learners through our comprehensive initial assessment process, ensuring eligibility criteria is met and learners are matched to the most appropriate learning programme.

10. Locate, secure and arrange suitable work placements, which are in line with the chosen occupational area, as well as supporting learners into sustainable employment. Support learners at interview where appropriate.

11. Facilitate the advertisement of all Apprenticeship vacancies in conjunction with the Apprenticeship Administrator and manage all applications in line with the College recruitment and selection process.

12. Contribute to apprenticeship recruitment by attending IAG events internally and externally to the college, informing prospective students and employers of apprenticeship opportunities and career pathways for all apprenticeship programmes.

13. Work with the Apprenticeship team on all aspects of the Education and Skills Funding Agency contract and maintain an up to date knowledge of Apprenticeship Funding Rules.

14. Maintain up to date knowledge of Government Agenda regarding Apprenticeships and keep abreast of impending changes that will impact upon delivery, funding methodology and potential impact for employers and learners

15. Assist in the provision of an advisory service to staff, external agencies, learners and the public to ensure the highest level of customer service in

relation to work placements, learning programmes and desired outcomes is provided.

16. Ensure effective administration procedures in relation to the role are carried out and adhere to internal processes and procedures

17. Provide telesales canvassing as directed by Line Manager

18. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility, in particular complaints, equal opportunities issues and disciplinary procedures.

19. Ensure the College's agreed visual identity/corporate image is maintained within Apprenticeships

20. Undertake any other duties commensurate with grade.

General Responsibilities

1. To promote the mission, vision and values of New College Durham

2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.

3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.

4. To be responsible for actively identifying own development needs

5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

Job Title: Apprenticeship Liaison Officer

Assessed by key:
1. **Application form**
2. **Interview**
3. **On the job**
4. **Skills test**

Knowledge & Experience	**Assessed by**	**Essential**	**Desirable***
5 GCSEs / O Levels at grade C or above (including English **and** Maths) or equivalent	1	✓	
IOSH Certificate in Health & Safety	1		✓
Information Technology qualification at level 1 or above, e.g. ECDL, CLAiT	1		✓
Information, Advice & Guidance (IAG) qualification level 3 or above	1		✓
Recent and Relevant office experience, to include keyboard skills, telephone queries and filing	1,	✓	
Recent experience of working within Apprenticeship programmes in an FE/HE College or School	1, 2		✓
A working knowledge of the Government Agenda regarding Apprenticeships	1, 2		✓
Knowledge of Apprenticeship Frameworks / Standards, the Apprenticeship Levy and government funding.	1, 2		✓
Recent and relevant experience of working in a similar role	1, 2	✓	
Skills		**Essential**	**Desirable**
Must hold current driving licence and have use of car for work purposes	1, 2	✓	
Able to work independently and organise and prioritise own work schedule	2, 3	✓	
A knowledge and understanding of Marketing including the ability to market a training product	1, 2, 3	✓	
Able to identify and understand the needs of learners and employers and work to meet their demands	1, 2	✓	
Able to work to set and monitor individual and team targets	2, 3	✓	

Ability to inspire individuals towards realistic career goals	2, 3	✓	
Proven track record of providing excellent customer service to clients both internal and external to an organisation	1, 2	✓	
Must be able to solve problems effectively and efficiently	1, 2, 3	✓	
Must be able to project a positive image to a wide variety of customers	2, 3	✓	
Ability to inform, advise and guide learners in relation to education matters.	2, 3	✓	
Suitable to work with young people and vulnerable groups.	1, 2, 3	✓	

*****For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

Issue Date: January 2020