

TITLE OF POST: APPRENTICE CO-ORDINATOR

GRADE: SCALE 6

RESPONSIBLE TO: L&D QUALITY ASSURANCE MANAGER

MAIN PURPOSE OF JOB:

Under the guidance of the L&D Quality Assurance Manager to support the delivery of the TWFRS Apprenticeship Programme within the function and contribute to the provision of an excellent service, whilst ensuring the effective use of resources. To support department managers in the delivery of exceptional services to our community and key stakeholders.

1 GENERAL DUTIES

- 1.1 To promote the Service Vision, 'Creating the Safest Community'.
- 1.2 To work effectively and efficiently to support line management in the delivery of the department's aims and objectives.
- 1.3 To maintain appropriate and robust information systems within the department.
- 1.4 To maintain positive and effective liaison links with organisations and partners as appropriate.
- 1.5 To support the preparation and production of a variety of quality information for inclusion in management and departmental reports.
- 1.6 To ensure compliance with the Data Protection regulations to ensure data security is maintained.
- 1.7 To ensure relevant knowledge is up to date.
- 1.8 To identify and recommend areas of potential improvement.
- 1.9 To represent the function at internal and external meetings and events and take minutes when required.
- 1.10 To support the activities of the function and diary management for line management where required.
- 1.11 To support colleagues with their work as required.
- 1.12 To attend internal and external training courses as necessary.
- 1.13 To undertake any other duties as appropriate to the role.

2 ROLE SPECIFIC DUTIES

- 2.1 Support in the development and implementation of relevant protocols and practices for Apprentice programmes, ensuring that activities are effectively designed to support organisational aims/needs and ensure compliance with all relevant policies, procedures, regulations and legislation.
- 2.2 Provide relevant advice and guidance to managers and staff through a partnership approach on all aspects of Apprenticeships including their assessment, appointment, induction and performance management.
- 2.3 Maintain knowledge of the Education and Skills Funding Agency funding rules and impact on the service.
- 2.4 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.
- 2.5 Complete sign up paperwork for new apprentices ensuring each apprentice understands their contribution and commitment to the programme outlined within the Commitment Statements.
- 2.6 Maintain accurate records of learner progression utilising management information systems.
- 2.7 Maintain due diligence administration, including CV's, DBS checks, employment checks, Service policies for training provider/s as per terms and conditions of sub-contract.
- 2.8 Manage allocated apprentice caseload, monitoring portfolio completion and ensuring the progress reviews are completed on time.
- 2.9 Support the department and training provider to ensure all apprentices provide evidence with regards to the relevant apprenticeship programme e.g. Maths & English, prior qualifications etc.
- 2.10 Provide an independent pastoral role and 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 the services apprenticeship provision.
- 2.11 Maintain financial records to be used by finance department to ensure accurate apprenticeship digital account include any co-investment the service may need to pay.
- 2.12 Coordinate and facilitate any external audits e.g.; Training provider quality team, Education and Skills Funding Agency, Ofsted and End Point Assessment Organisations.
- 2.13 Maintain accurate and up to date information on all apprentices and inform relevant parties of any changes.

- 2.14 Ensure effective administration procedures in relation to the role are carried out and adhere to internal processes and procedures.
- 2.15 Support the L&D Team contract meetings with training providers around contract management and progress of apprentices, supplying relevant administration as required.
- 2.16 Allocate routine administrative tasks to the L&D admin team, ensuring appropriate guidance and support is provided, and all activities are carried out in accordance with the functions policies and procedures.
- 2.17 Responsible for the production of a variety of reports and documents, including the provision of timely monitoring data and information to evidence the provision of a high quality service, across the Service, and identify improvements.
- 2.18 Represent the function at internal and external meetings / events as requested.
- 2.19 Responsibility for maintaining own continuous professional development and knowledge of best practice through local and national networking, attendance at internal and external training courses, and other developmental activities as necessary.
- 2.20 Undertake any other duties appropriate to the post.

3 HEALTH AND SAFETY (GENERAL POLICY)

- 3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
- 3.2 Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
- 3.3 Work with machinery, equipment and substances in accordance with information and training provided.
- 3.4 Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
- 3.5 Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

4 EQUALITY AND DIVERSITY (GENERAL POLICY)

- 4.1 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service's core values.
- 4.2 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
- 4.3 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

5 SAFEGUARDING

- 5.1 To promote the application of the Authority's Safeguarding Policies.

6 ENVIRONMENT STRATEGY

- 6.1 To demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.