

JOB DESCRIPTION

Job Title: Apprenticeship Coordinator (x 3)
Job Ref: PSS11
Service: Faculty of Professional and Social Sciences
Campus: Hendon
Grade: Grade 5
Salary: £28,302 to £31,537 inclusive of Outer London Weighting
Period: Two years fixed term
Reporting to: Faculty Administration Manager
Key relationships: Executive Dean, Faculty Deputy Deans, Dean, Head of School, Centre for Apprenticeships and Skills, Directors of Programme, Programme Leaders Professional Services, External Stakeholders.

Overall Purpose:

The postholder will be the first point of contact and provide overall coordination of the mandatory Tripartite Reviews required across the Faculty Apprenticeship programmes. Tripartite Reviews must take place at specific points across the various programmes to ensure full compliance with government standards, the postholder will be responsible for scheduling and servicing Reviews whilst monitoring progress and reporting on outcomes. Work as part of team with the Programme, cohort and administration teams, the postholder will provide advice and support to ensure the Apprenticeship programmes run smoothly and in compliance with Apprenticeship regulations.

Principal Duties

- Acquire knowledge of the various Apprenticeship Programmes across the Faculty and the compliance requirements attached to them.
- Act as the point of contact for Tripartite Review scheduling and monitoring across Apprenticeship programmes.
- Plan ahead and schedule Tripartite Reviews across Faculty Apprenticeship Programmes in line with relevant standards and competencies.
- Record all notes and actions in meeting reports to be shared with the Apprentice and Workplace Mentor. Meetings may be face to face or online.
- Monitor the progress of Apprentices and identify and source additional support needs arising from the Tripartite Reviews. Using coaching methods to signpost apprentices to the appropriate support available to them as necessary.
- Identify any common themes, issues or support needs and provide feedback to Programme Leaders, Directors of Programme, and cohort leaders.
- Liaise with External Programme and Apprenticeship Administrator team to ensure any changes in circumstances that could have an impact on the Apprentice's progress are logged and actioned appropriately.
- Review and monitor Commitment Statements against goals and actions discussed in the Tripartite Reviews, liaising with the programme delivery team as necessary.
- Manage and maintain the database of mentors across the Apprenticeship programmes.
- Coordinate feedback regarding quality and satisfaction from Apprentices and Workplace Mentors into a report for review by the programme team.
- Work as part of the External Programme and Apprenticeship Administrator team taking minutes for programme meetings as required.
- Work in partnership with the administration team to anticipate and rectify any compliance issues that may arise.
- Support a culture of teamwork, openness to change, and resilience when faced with barriers
- Support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within processes, and identification of better ways of working.
- Any other duties appropriate within the remit of this post such as graduation and clearing.

Vetting Requirement

- Because the post holder will have unsupervised access to police premises and student officers' personal data, appointment will be dependent upon successfully obtaining Non-Police Personnel Vetting (NPPV) Level 2.

Travel

- Although based at Middlesex University's Hendon Campus, the role will involve some travel to places of apprentice employment such as police training centres (Surrey, Sussex and Hampshire) and various employee sites in the London/home county areas. All associated travel, accommodation and subsistence costs will be covered by the University.

Hours: 35.5 hours per week for 52 weeks per annum, actual daily hours by arrangement.

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

Person Specification:

Essential:

- A degree or relevant work experience at the appropriate level, relevant to the role.
- Experience of working in a high-profile customer-facing environment setting.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of external partners, senior managers, and subject matter experts
- Ability to demonstrate excellent interpersonal skills, including tact, discretion and confidentiality
- Demonstrable experience of working with compliance regulations (either governmental or industry)
- Ability to understand and effectively advise on regulatory requirements
- Proven experience of servicing meetings including accurate and concise minute-taking
- Ability to multitask and work as a member of a multidisciplinary team.
- Excellent time management skills and the ability to prioritise work demands to meet non-negotiable deadlines
- Demonstrable commitment to working in a team environment coupled with the skills and appropriate independence to take the lead without direction
- Demonstrate the ability to work in a pragmatic and flexible way, taking initiative to problem solve effectively.
- Demonstrable use to a high standard of Windows based packages such as Outlook, Word, Excel, PowerPoint etc and to learn specific software such as APTM

Desirable

- Experience of mentoring or coaching methods would be an advantage
- Knowledge of apprenticeship programme regulations would be an advantage

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered. If you wish to apply for this post, please complete an application form found here: www.mdx.ac.uk/jobs.

What Happens Next?

If you wish to discuss the job in further detail, please contact Kim Rayment at k.rayment@mdx.ac.uk. If selected for interview, you will hear directly from someone in the Service usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.