JOBS DESCRIPTION

Job title: Apprenticeship Administration Manager

Department / Unit: School of Life Sciences and the Environment, Academic Services

Job type: Full-Time - Permanent - Professional Services

Grade: 7

Accountable to: School Manager (main), Strategic Planning & Change, Financial Control

Accountable for: Not applicable

Purpose of the post

The Academic Administration at Royal Holloway is organised into six School Administration teams which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within the School of Life Sciences and the Environment.

The Apprenticeship Administration Manager role will be responsible for the operational management of the College first degree apprenticeship - Clinical Associate Psychologist, covering all aspects of the student lifecycle and reporting requirements involved. The role holder will be expected to work closely with colleagues in the School of Life Sciences and the Environment, reporting directly into the School Manager. They will also have secondary line management into Strategic Planning & Change and Financial Control, as well as work closely with those across other academic and professional services areas. They will be able to use their initiative and to take responsibility for solving problems and improving service delivery.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Apprenticeship Manager role is responsible for the key tasks outlined below.

Key tasks

To work with the SM to ensure the operation of the whole student and programme administrative lifecycle in apprenticeships. Duties will include:

1. Operational responsibility for planning and implementing the delivery of the student and programme administrative lifecycle from admissions to graduation.
2. Maintaining and developing external relationships with NHS Stake Holders and Service Providers.
3. Keeping up to date with developments in the policies, processes and systems that impact on your area of responsibility; ensure that you are fully conversant with current best practice.
4. Assisting the SM with improving the administrative processes for all apprenticeship students and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.
5. Maintaining quality, accurate student data on the course so that the records and details comply with EFSA and Ofsted requirements.

**School Administration**

Oversight and co-ordination of all student and programme administration processes for apprenticeships, including:

6. Designing processes to ensure that academics are keeping accurate records relating to attendance, engagement, attainment and progression; that students are accurately logging their 'off the job' records; that employers are completing their records and documents as required by the apprenticeship process

7. Teaching design and quality assurance processes, including validation and curriculum development.

8. Student representation on the course, being a key contact with the Students’ Union for Academic Representation and servicing the Staff Student Committees

9. Teaching and learning support and engagement processes, for example tutor allocations, support for the Director of Teaching, preparation of teaching resources and handbooks, as well as student inductions and welcome week.

10. The academic timetabling and registration strategy to inform processes, such as timetabling requirements and course and activity registrations.

11. The assessment and exams processes, including assessment submission, feedback and exams arrangements.

12. The management of results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes, school prizes, results boards and graduation.

13. Wellbeing and student support processes, primarily through the helpdesk and Personal Tutors, as well as supervising the implementation of DDS administrative arrangements for students.

14. Budget management of the course, working with the Course Director and SM

15. Managing the hiring of Hourly Paid Teaching Staff (HPTS), student workers and timesheets and supporting the Course Director with the hiring of new academic staff

**Strategic Planning and Council**

Work closely with the Strategic Planning & Council Secretariat (SPCS) in the effective management of data, with your individual responsibilities as follows

16. Ensure that apprentices’ learner data complies with the funding rules and guidance for the College’s degree apprenticeship provision

17. Manage the provision of data returns regarding students studying on apprenticeships to the Education and Skills Funding Agency (ESFA) through the ILR on a monthly basis

18. This will include resolving data issues in the ILR file, provider funding reports and checking the data for any compliance and audit issues.

19. Liaise with SPCS regarding data returns to ensure that students studying on apprenticeships are also included in the providers’ HESA student record submission

20. Monitor changes to EFSA regulations and ensure that data collected is up to date and compliant, and that it meets requirements for Ofsted inspections and monitoring visits

21. Support with the implementation of local systems and processes as required to ensure effective data collection, returns and administration.

**Financial Control**

22. Provision of monthly return for Levy learners (ILR) and reconciliation of output files to remittance advices relating to revenues received

23. Ensuring that the Student Commitment Form is correct to reflect the appropriate fee

24. Allocation of funds to the correct projects in the accounts.

25. Provision of quarterly forecasts, budgetary information, monitoring financial performance, long term financial planning and managing the financials for Levy development projects.
26. Adherence with funding rules and to be the lead point of contact for any periodic ESFA audits.
27. Provision of reporting information to employers as required and ensure appropriate employer agreements are in place
28. Maintain the College’s provider account with the Apprenticeship Service

### Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

Although the Apprenticeship Administration Manager will initially be based in the School of Life Sciences, if the College expands its degree apprenticeship offering, there may be a need for a centralised apprenticeship team, to ensure consistent best practices are in play across the College.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

The post holder will be required to work closely with all colleagues within the School of Life Sciences and the Environment, Strategic Planning and Change and Financial Control.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Services teams
- Marketing & Communications
- HR
- Finance
- IT Services
- Administrative and academic staff in other schools
- NHS Trusts
- EFSA