

## JOB DESCRIPTION

<b>Job title:</b>	Senior Student and Programme Admin Officer (Apprenticeships)
<b>Department / Unit:</b>	School of Life Sciences and the Environment, Academic Services
<b>Job type</b>	Full-Time - Permanent - Professional Services
<b>Grade:</b>	6
<b>Accountable to:</b>	School Manager (main), Student & Programme Manager (secondary)
<b>Accountable for:</b>	Not applicable
<b>Purpose of the post</b>	
<p>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.</p> <p>The Senior Student and Programme Admin Officer (Apprenticeship) role will be responsible for the operational management of the 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, as well as work closely with those across other academic and professional services areas. They will be expected to take responsibility for solving problems and improving service delivery.</p> <p>Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Senior Student and Programme Admin Officer (Apprenticeships) role is responsible for the key tasks outlined below.</p>	
<b>Key tasks</b>	
<p>To work with the SM to ensure the operation of the whole student and programme administrative lifecycle in apprenticeships. Duties will include:</p> <ol style="list-style-type: none"> <li>1. Operational responsibility for planning and implementing the delivery of the student and programme administrative lifecycle from onboarding to completion.</li> <li>2. Maintaining and developing external relationships with NHS stakeholders and Service Providers.</li> <li>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.</li> <li>4. Assisting the SM with improving the administrative processes for all apprentices and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.</li> <li>5. Maintaining quality, accurate student data on the course so that the records and details comply with EFSA and Ofsted requirements.</li> </ol>	

## **School Administration**

Oversight and co-ordination of 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. Ensuring the onboarding of apprentices follows regulatory guidelines and is completed in good time ahead of the start date
8. Ensuring timely completion of the teaching design and quality assurance processes, including validation and curriculum development.
9. Teaching and learning support and engagement processes, for example tutor allocations, support for the Course Director and preparation of 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 and feedback, and supporting the End-Point Assessment (EPA) process including registration, quality inspection, liaison with other providers and employers, and scheduling.
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. Close liaison with the Academic Quality and Policy Office (AQPO) to ensure apprenticeship teaching activities are conducted in line with both College Postgraduate Regulations, and with College Apprenticeship Regulations
14. Wellbeing and student support processes, primarily through Personal Tutors, as well as supervising the implementation of additional learning support arrangements for apprentices
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

## **Compliance & Regulations**

Liaising with the Strategic Planning and Council Secretariat (SPCS) on 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 accurate provision of apprentice data returns to the Education and Skills Funding Agency (ESFA) through the ILR
18. Liaise with SPCS regarding data returns to ensure that students studying on apprenticeships are also included in the providers' HESA student record submission
19. Monitor changes to ESFA regulations and ensure that data collected is up to date and compliant, and that it meets requirements for Ofsted inspections and monitoring visits
20. Support with the implementation of local systems and processes as required to ensure effective data collection, returns and administration.
21. Organising regular meetings with employees to ensure the contractual terms are being met

## **Financial Control**

22. Overseeing the monthly return for Levy learners (ILR) and reconciliation of output files to remittance advices relating to revenues received
23. Ensuring that all onboarding documentation, such as the Apprenticeship Agreements and Commitment Statements are correct, and Employer Contracts stipulate the appropriate fee.
24. Ensuring adherence with funding rules and to be one of the points of contact for any periodic ESFA audits.
25. Provision of reporting information to employers as required
26. 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 Senior Student and Programme Admin Officer (Apprenticeships) 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 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. 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
- ESFA