



Vacancy ref: 5615

PVC (Student Experience) JOB DESCRIPTION

Title:	Apprenticeships & Onboarding Administrator.
Department:	Apprenticeships PVC (Student Experience)
Grade:	Grade 4
Salary:	£25,179 - £26,615 per annum
Hours:	Full time
Contract Length:	Permanent
Reporting to:	Line Manager
Location:	Exchange Station, although staff may be asked to work in any location within the university
Introduction:	The appointed person will provide administrative support within the area of LJMU's Apprenticeships Team,

Purpose of the role
To provide administrative support within the area of LJMU's Apprenticeships Team. The role will process data within internal and external learner management systems, support audit readiness, maintain accurate apprenticeship records and documentation, and help ensure that apprentices have a quality onboarding experience and meet programme and funding eligibility requirements.
Duties
• Liaising with individual Stakeholders (employers, academics, apprenticeship candidates, and apprentices enrolled on LJMU apprenticeship programmes) whilst representing Liverpool John Moores University. • Provision of support for employers & apprentices through the end-to-end onboarding process through our LMS (Learner Management systems) Including but not limited to: • Monitoring of signature completions on mandatory documents within agreed timescales. • Responding to Employer & applicant queries. • Creation & issuing of apprenticeship programme compliance documents. • Collection of employer and apprentice data through the application & onboarding process, including but not limited to: • Evidence of Lv2 English and maths qualifications

- Right to work and residency status evidence confirmation
- Monitoring of the Skills Scan within LMS applications to identify potential RPEL or eligibility risk
- Provision of administrative support across central apprenticeships team.
- Updating Registry/Admission of completed applications to enable timely enrolment and matriculation.
- Administrative support for funding and compliance team.
- Recognise and understand impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of applicant issues.
- Management of applicant records within the LMS and CRM
- Supporting the arrangement of employer and stakeholder meetings.
- Providing administrative support including, but not limited to processing PO requests, processing invoices for payment, managing ad hoc administrative requests.
- Attendance at employer and learner events as required.

Other Duties

- Any other duties commensurate with the grade as deemed appropriate by your line manager
- Commitment to LJMU's values and regulations, including equal opportunities policy,
- Liverpool John Moores University recognises and is aware of its Social, Economic and Environmental responsibilities, the post holder is required to minimise environmental impact in the performance of the role and actively contribute to the delivery of LJMU's Environment and Sustainability Policy.
- The post-holder's mandatory Health and Safety responsibilities, which have been agreed by the University's Strategic Management Team, are contained in Section 2 of the University's Safety Management Code of Practice MCP1 Organisation for the Implementation of the Health and Safety Policy.
- For some of your activity, from time to time, you may be required to contribute to externally funded projects such as research or EU projects.

Values and Regulations

- Any other duties commensurate with the grade as deemed necessary by the Director of School.
- A commitment to LJMU's values and regulations and Diversity and Inclusion Policy.
- Commitment to adhere to and promote the ethos of Respect Always as set out in the Respect Always Charter.
- Liverpool John Moores University recognises and is aware of its Social, Economic and Environmental responsibilities. The post holder is required to minimise the environmental impact in the performance of the role, contribute to (and supervise if

applicable) the implementation of environmental improvement measures and actively contribute to the delivery of LJMU's Environmental Management, Energy Management and Sustainability Policy Statement, and the Climate and Sustainability Plan.

- The post-holder's mandatory Health and Safety responsibilities, which have been agreed by the University's Executive Leadership Team, are contained in Section 2 of the University's Safety Management Code of Practice (MCP1) Organisation for the Implementation of the Health and Safety Policy. The post-holder's mandatory Environmental Management responsibilities are contained in Section 2 of the University's Environmental Management Code of Practice (ECP1) Organisation for the Implementation of the Environmental Management and Sustainability Policy.
- For some of your activity, from time to time, you may be required to contribute to externally funded projects such as research or EU projects.

October 2026

PERSON SPECIFICATION

The person specification describes the skills, experience, knowledge and aptitude required to perform the duties of this post effectively. The criteria order listed should not be taken to imply their relative importance. Both paid and unpaid experience may be relevant.

Essential Factors	Evidence
Minimum of a Level 3 qualification, plus experience in a relevant role	A
Proficient in Microsoft Office, email and web applications	A, I
Excellent written and verbal communication skills	A, I
Excellent interpersonal skills and the ability to empathise and manage expectations	I
Experience of working with a diverse range of people	I
Experience of prioritising deadlines in a changing environment	I
A proactive approach and commitment to ongoing professional development	I
Attention to detail and the ability to identify problems and resolve issues effectively	I
Ability to work in a team environment and support colleagues	I
Ability to work independently and within a team to meet ongoing time-critical deadlines	A
Commitment to LJMU's values and regulations, including the Diversity and Inclusion Policy	A, I

Desirable Factors	Evidence
Knowledge of apprenticeship regulations	A
Familiarity with the work of University schools and departments	A
Experience of managing highly sensitive confidential information	A, I
Self-motivated and understanding of team goals	I

A = Application I = Interview P = Presentation T = Test C = Certificate

BENEFITS OF WORKING FOR US

Financial benefits: Competitive salaries based on a low contractual 35 hour working week.

7.1% employer pension contributions for non-academic staff enrolled in the Local Government Pension Scheme (LGPS). This is a temporary reduction from the previous rate of 17.5%, effective from April 2026, following the Fund's triennial review. The reduction reflects the Fund's current surplus and improved financial position. This does not affect your pension benefits, which are determined by LGPS scheme rules rather than the level of employer contributions.

28.68% employer contribution to pensions for teaching staff enrolled into the Teachers' Pension Scheme (TPS).

Work life balance: Excellent annual leave provision.

30 days for support staff and 35 days for staff and senior managers grade 8 and above.

8 UK bank holidays and up to 5 University closure days between Christmas and New Year.

Family friendly policies and a range of benefits to support including job-shares, flexible working hours and part-time roles where possible.

Health and wellbeing: Regular wellbeing support initiatives throughout the year.

Access to a trained counsellor via Employee Assistance Programme (EAP).

Plus a programme of activities and range of support and resources to help look after your mental and physical wellbeing.

Career Benefits: Continuous development opportunities to enhance your knowledge and meet your career ambitions, including LinkedIn Learning.

Making a difference: LJMU Climate Action - be at the forefront of initiatives to tackle climate change.

Share experiences and challenge unfair practices with our Diversity and Inclusion Staff Networks.

Opportunity to volunteer at graduation ceremonies, clearing and open days.

Discounts and other benefits: A reward and benefits platform, giving savings on day-to-day purchases across a range of retail outlets.

Interest free loans repayable across twelve monthly instalments, including loans for annual travel season tickets and cycle to work scheme.

Massively discounted gym and fitness classes at the [University Sport Building](#).

