JOB DESCRIPTION

Job Title:	Apprenticeship Operations Officer
Department:	Centre for Apprenticeships (CfA)
Contract:	Permanent
Salary Range:	£31,861 - £35,302 per annum
Salary Grade:	SS4
Report To:	Apprenticeship Operations Manager
Job Purpose:	To support the effective delivery of apprenticeship funding, compliance and systems activity across the University, ensuring apprenticeship provision remains compliant, auditable, financially robust and operationally effective. The postholder will provide specialist operational support in relation to apprenticeship funding, compliance, systems and regulatory requirements, undertaking compliance assurance activity, supporting audit readiness, maintaining apprenticeship systems and contributing to the development of processes, guidance and operational controls. Working collaboratively with colleagues across Schools, the Centre for Apprenticeships and professional services, the postholder will help ensure apprenticeship systems, records, documentation and processes support effective delivery, regulatory compliance and a positive apprentice, employer and practitioner experience.
Main Duties & Responsibilities:	1. Provide day-to-day specialist operational support for apprenticeship funding, compliance and systems activity, resolving operational queries and issues and escalating complex matters where appropriate. 2. Interpret and apply apprenticeship funding rules, regulatory requirements and compliance expectations, providing specialist advice and guidance to colleagues, employers and stakeholders to support compliant and effective apprenticeship delivery. 3. Undertake apprenticeship onboarding activity, ensuring required documentation, evidence, communications and records are obtained, checked, processed and maintained in accordance with regulatory and organisational requirements, identifying and resolving issues and escalating complex matters where appropriate. 4. Undertake compliance assurance activity, including file reviews, sampling, audits and risk-based monitoring,

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Approved by:		Date:	

	identifying areas of non-compliance, emerging themes and opportunities for improvement. 5. Support apprenticeship-related audits, funding assurance reviews, regulatory monitoring activity and external scrutiny by preparing and collating evidence, responding to information requests and following up required actions, ensuring evidence is accurate, accessible and audit ready. 6. Undertake quality assurance and validation of apprenticeship data, records and funding evidence, including supporting the University's ILR quality assurance and funding assurance processes, identifying and helping resolve discrepancies, data quality issues, compliance concerns and funding risks. 7. Develop, maintain and review apprenticeship compliance processes, operational procedures, guidance materials and supporting documentation, ensuring they remain accurate, current and fit for purpose. 8. Develop, configure, maintain and continuously improve apprenticeship systems and digital infrastructure, including programme builds, workflows, templates and reporting structures within Smart Assessor and any successor systems adopted by the University, ensuring they support apprenticeship delivery, compliance, progress monitoring, gateway management and reporting. 9. Provide operational support and guidance to users of apprenticeship systems, maintaining user records, permissions, resources and support materials, and contributing to system testing and implementation activity. 10. Process apprenticeship gateway documentation, changes in circumstance, breaks in learning, withdrawals, transfers and other regulatory matters in accordance with agreed procedures, checking compliance and escalating issues where appropriate. 11. Develop and deliver apprenticeship funding, compliance and systems guidance, training and support for colleagues, employers and stakeholders, promoting understanding, consistency and good practice. 12. Monitor changes to apprenticeship policy, funding rules, regulatory requirements and sector expectations, supporting the implementation of required changes across systems, processes and documentation.

	13. Support the administration and monitoring of apprenticeship contracts, funding arrangements, levy and non-levy activity, employer funding eligibility requirements and associated compliance processes, providing specialist advice and support to employers in relation to apprenticeship funding, co-investment, levy transfers and contractual requirements. 14. Undertake and support apprenticeship-related financial processes, including costings, invoicing, purchase orders, EPA fees, financial reconciliation and the investigation of funding or contractual discrepancies. 15. Produce reports, data analysis and compliance information to support operational monitoring, decision-making, audit activity, governance requirements and continuous improvement. 16. Work collaboratively with colleagues responsible for apprenticeship quality assurance and enhancement, academic delivery, employer engagement and professional services functions to ensure apprenticeship quality, compliance and systems arrangements are aligned and mutually reinforcing. 17. To ensure practice is in line with the requirements of the General Data Protection Regulations. 18. To commit to upholding the principles of Safeguarding and the PREVENT agenda. 19. Participate in and represent the Centre for Apprenticeships and the University at open days, employer engagement activities, careers events, information sessions and other events that support apprenticeship recruitment, engagement and growth. 20. Any other duties commensurate with the nature and grade of the post.

PERSON SPECIFICATION

Post:	Apprenticeship Operations Officer	**Weighted criteria**
Experience:		
1	Experience of apprenticeship funding, compliance, systems or operational assurance activity	x
2	Experience of applying apprenticeship funding rules, regulatory requirements or compliance frameworks within an operational environment	
3	Experience of undertaking compliance reviews, audits, sampling activity or quality assurance processes	
4	Experience of developing, maintaining or improving operational systems, processes, procedures or guidance materials	
5	Experience of supporting employers, colleagues or stakeholders in relation to apprenticeship funding, compliance or contractual requirements	
Skills & Abilities:		
6	Ability to interpret and apply apprenticeship funding rules, regulatory requirements and compliance expectations across onboarding, gateway, changes in circumstance, breaks in learning and completion, including employer eligibility, levy and non-levy funding, co-investment and apprenticeship service requirements	x
7	Ability to use audit, assurance and risk-based monitoring approaches to identify compliance risks, analyse findings and recommend appropriate corrective actions	x
8	Ability to develop, configure and maintain apprenticeship systems, templates, programme builds and reporting structures to meet operational, data management and reporting requirements	x
9	Ability to explain complex funding, compliance and systems requirements clearly, adapting advice and guidance to different audiences.	
10	Ability to plan, prioritise and manage multiple activities and deadlines within a complex operational environment	
Education & Qualifications:		
11	Relevant degree or professional qualification in business administration, operational management, audit, data, systems or a related area, or equivalent relevant experience in apprenticeship funding, compliance or systems operations.	
12	GCSE English and Maths at grade C/4 or above, or equivalent.	
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Training & Professional Development:		
16	Evidence of continuing professional development relevant to apprenticeship funding, compliance, systems and operational assurance	
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Other:		
21	Flexible approach to work in line with the needs of the service	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education	
23	Understanding of the need to balance regulatory requirements with effective operational practice and a positive apprentice, employer and practitioner experience	
24	Commitment to supporting a high-quality, inclusive apprentice and employer experience	
25	Willingness to travel and work across a range of settings (including employer sites)	