JOB DESCRIPTION

Job Title:	Apprenticeship Quality Manager
Department:	Centre for Apprenticeships (CfA)
Contract:	Permanent, Full time
Salary Range:	£39,560- £41,885 per annum
Salary Grade:	SS6
Report To:	Head of Apprenticeships
Job Purpose:	To lead and coordinate apprenticeship-specific quality assurance, improvement and enhancement across the University, supporting a consistent, high-quality apprentice and employer experience, successful outcomes and regulatory confidence. The postholder provides specialist apprenticeship expertise, evaluates the quality and effectiveness of provision, and leads the development of frameworks, tools, guidance and professional practice across the apprentice journey. Working collaboratively with Schools, the Centre for Apprenticeships and professional services, the role promotes evidence-informed evaluation, accountability and continuous improvement. Operating within the Centre for Apprenticeships, the role has specific responsibility for assuring and enhancing apprenticeship practice, operational processes and the implementation of apprenticeship regulatory requirements, including initial assessment, training planning, progress reviews, support arrangements and gateway readiness. Schools retain ownership of curriculum design, academic quality and teaching and learning within their provision. Institutional quality functions retain their University-wide quality assurance and enhancement responsibilities. The Apprenticeship Quality Manager works across these functions to ensure apprenticeship-specific requirements are integrated into programme design, delivery and quality arrangements, complementing existing responsibilities without duplicating or replacing them.
Main Duties & Responsibilities:	1. Design, implement, review and continuously improve apprenticeship quality assurance and enhancement arrangements across the University, including supporting frameworks, templates, guidance and resources, ensuring they promote effective practice, regulatory confidence and a consistent, high-quality apprentice and employer experience.

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Approved by:		Date:	

	2. Undertake quality assurance activities across apprenticeship provision, including observation, sampling, audit, case review and evaluation of apprenticeship-specific practices, processes and activities. 3. Quality assure key apprenticeship processes and evaluate the overall quality and effectiveness of apprentice and employer journeys, including onboarding, initial assessment, training planning, progress reviews, apprentice support arrangements, gateway readiness and completion, identifying strengths, risks and opportunities for improvement and enhancement. 4. Coordinate the development and continuous improvement of apprenticeship-facing and practitioner-facing resources, including apprentice handbooks, employer handbooks, mentor guidance, training materials and other resources that support effective apprenticeship delivery. 5. Design and implement mechanisms to evaluate apprentice and employer experience, including surveys, focus groups, feedback activities and thematic reviews, using findings to inform quality improvement and enhancement activity. 6. Design, coordinate and deliver staff development, coaching, guidance and standardisation activities that strengthen apprenticeship practice, build organisational capability and support the consistent implementation of apprenticeship requirements. 7. Work collaboratively with colleagues responsible for apprenticeship funding, compliance and systems, academic teams and professional services to ensure apprenticeship processes, documentation, systems and practices are aligned, effective and fit for purpose. 8. Provide specialist apprenticeship quality expertise to support curriculum design, development, approval and review activity, ensuring apprenticeship-specific requirements are appropriately reflected within programme design and delivery arrangements. 9. Monitor apprenticeship performance, feedback, complaints, concerns and quality indicators, undertaking thematic analysis to identify emerging trends, risks and opportunities and informing quality improvement and enhancement activity. 10. Review and evaluate the effectiveness of apprenticeship systems, quality frameworks, documentation, templates and operational arrangements from a quality and user-

	experience perspective, making recommendations for improvement where required. 11. Develop and maintain quality assurance schedules, frameworks and methodologies that support consistent evaluation of apprenticeship provision, working collaboratively with Schools, professional services and the Centre for Apprenticeships to promote shared ownership of apprenticeship quality and continuous improvement. 12. Coordinate apprenticeship contributions to self-assessment activity, ensuring apprenticeship quality evidence, evaluation and supporting documentation are completed accurately and within agreed timescales. 13. Monitor and support the implementation of apprenticeship quality improvement plans, tracking progress, evaluating impact and escalating risks or delays where appropriate. 14. Coordinate apprenticeship inspection and regulatory readiness activity, supporting the preparation, maintenance and accessibility of apprenticeship evidence and contributing apprenticeship quality intelligence to institutional assurance processes. 15. Maintain an up-to-date understanding of apprenticeship policy, funding rules, regulatory requirements, quality frameworks and sector best practice, ensuring apprenticeship quality arrangements remain current and effective. 16. To ensure practice is in line with the requirements of the General Data Protection Regulations. 17. To commit to upholding the principles of Safeguarding and the PREVENT agenda. 18. 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. 19. Any other duties commensurate with the nature and grade of the post.

PERSON SPECIFICATION

Post:	Apprenticeship Quality Manager	**Weighted criteria**
Experience:		
1	Experience of quality assurance, quality improvement or enhancement activity within apprenticeship provision	x
2	Experience of evaluating learner, apprentice or employer experience and using findings to drive improvement	
3	Experience of developing or improving quality frameworks, processes, documentation, guidance or operational practices	
4	Experience of designing and delivering staff development, coaching, training or standardisation activities	
5	Experience of applying inspection and accountability frameworks within apprenticeship provision through contributions to self-assessment, quality improvement planning, inspection preparation and/or regulatory review activity.	
Skills & Abilities:		
6	Ability to analyse information from multiple sources and use evidence to form balanced judgements and recommendations	
7	Ability to apply quality assurance, improvement and enhancement methodologies to evaluate apprenticeship practice across onboarding, initial assessment, training planning, progress reviews, support arrangements, gateway and completion, identify strengths and areas for improvement, and implement effective action.	x
8	Ability to build effective collaborative relationships with colleagues, employers and stakeholders, promoting shared ownership of quality and improvement, and to influence, coach and support colleagues to improve practice through professional dialogue, feedback, training and development.	x
9	Strong organisational, communication and project management skills, with the ability to manage multiple priorities and meet deadlines	
10	Ability to apply apprenticeship funding requirements, standards, assessment plans and apprenticeship-specific quality requirements, alongside work-integrated learning approaches, to evaluate and improve delivery.	
Education & Qualifications:		
11	Relevant degree or equivalent professional qualification, or a relevant teaching, assessing, coaching or quality assurance qualification (e.g. PGCert, CertEd, TAQA or IQA).	
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 apprenticeships, quality or education	
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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 a positive and effective 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)	