

JOB DESCRIPTION

POST TITLE	:	Apprenticeship Business Support Officer
SALARY	:	Up to £27,480
RESPONSIBLE TO	:	Funding Manager
CLOSING DATE	:	5.00pm, Thursday 24 April 2025
INTERVIEW DATE	:	Friday 2 May 2025

Main Purpose of the Post

To provide high quality administrative services to facilitate the student journey. The Apprenticeship Business Support Officer will have individual responsibilities and also support the wider apprenticeship team with the administration of the apprenticeship provision. The postholder will work closely with colleagues in divisions delivering apprenticeships and employer stakeholders, to ensure accuracy and robustness of all data and apprenticeship evidence packs from enrolment through to award completion.

Main Responsibilities

- 1 To maintain up to date knowledge of developments with the ESFA apprenticeship funding rules and any other relevant regulatory bodies, which impacts upon apprenticeship delivery, ensuring that this knowledge underpins all aspects of the approach to this role.
- 2 To maintain and improve processes to ensure the apprenticeship data reflects actual activity and evidence is collected and stored in preparation for audit, involving the management of apprenticeship evidence packs and processing and approval of change requests.
- 3 To work with the recruitment team, developing processes to enhance the apprentice and employer experience.
- 4 To manage the Apprenticeship Service accounts, ensuring records are accurately maintained, working with employers to ensure they are aware of their commitments.
- 5 To provide specialist support with accurate and succinct advice and guidance to colleagues and employers on the collection of evidence to support and underpin funding claims.
- 6 To lead on the development, implementation and management of working instructions and training documents specifying the processes, systems and procedures that ensure compliance with the ESFA apprenticeship funding rules.
- 7 To analyse and interpret the suite of ESFA funding rules and specifications to ensure accuracy and currency of processes, ensuring that they are communicated effectively to all relevant colleagues.
- 8 To support the completion of sample audits of apprenticeship evidence packs throughout the year.
- 9 To support the delivery of training to Divisions to ensure they fully understand their role within the compliance of apprenticeships standards.



- 11 To work with the Business Intelligence and Software Development teams to ensure systems and reports are current and fit for purpose.
- 12 To support the use of OneFile to ensure access for all users and timely creation/archiving of accounts.
- 13 To assure full compliance with key policies, notably Single Equality; Health and Safety and Safeguarding.
- 14 To undertake invigilation duties from time to time.
- 15 To carry out such other duties as the Principal may reasonably require.

HOURS: Your hours of work will be those required to meet the needs of the College, but will not be less than 37 per week. A flexible approach to the working hours is required, in line with the needs of the College.



PERSON SPECIFICATION

POST: Apprenticeship Business Support Officer

DIVISION: Themis

QUALIFICATIONS

		Essential/ Desirable	To be identified by:
1	Level 3 qualification (A Level or equivalent)	E	Application form
2	Level 2 Qualification in IT or Maths	E	Application form

KNOWLEDGE/SKILLS

1	Thorough understanding of Apprenticeship Funding rules	E	Application form
2	Ability to work to a consistently high standard under pressure and to pre-determined strict deadlines	E	Application form
3	Ability to work on own initiative and commitment to team working	E	Application form
4	Strong administrative, organisation and planning skills and great attention to data accuracy	E	Application form/Interview

EXPERIENCE

1	Experience of working with Apprenticeship Funding	E	Application form
2	Experience of working in data management and data collection	D	Application form/Interview
3	Competent in IT and high standard of numeracy skills	E	Application form
4	Understanding of audit requirements, essential controls required and preparations for managing ESFA audits	D	Application form/Interview

PERSONAL

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	Commitment to the provision of a high level of service to the customers of the College	E	Application form/Interview
3	Full driving licence and own transport (or working towards)	E	Application form
4	Good team working skills and commitment to team working	E	Application form/Interview
5	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
6	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References/Occupational Health Assessment

**Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*