



Role Profile

Role Title	Apprenticeship Adviser			
Business group and team	HRG Talent and Development			
Job Purpose Overview	<p>An integral part of the Apprenticeship Team, the role will provide high quality support to the Apprenticeship Managers and Assistant Apprenticeship Manager, and work with stakeholders in all areas to help ensure we deliver the high-quality apprenticeships needed by the organisation.</p> <p>As well as producing accurate MI, overseeing payments, and keeping centralised training and development records, they will work with the Assistant Apprenticeship Manager to help plan and deliver cross-scheme events and initiatives.</p>			
Organisational position	<pre> graph TD HRG[HRG Director] --> HOD[Head of Talent & Development] HOD --> L&D1[L&D Business Partner] HOD --> L&D2[L&D Business Partner] HOD --> L&D3[L&D Business Partner] HOD --> AM1[Apprenticeship Manager] HOD --> AM2[Apprenticeship Manager] L&D1 --> T&DA[Talent & Development Adviser] T&DA --> T&DAdmin[T&D Administrator] AM2 --> AA[Assistant Apprenticeship Manager] AA --> AP[Apprenticeship Adviser] style AP stroke-width:4px </pre>			
Date Updated	01 June 2021		Updated By	MS
Current / Applied Grade	B3	Job evaluation date	Confirmed grade	B3
JOB SPONSIBILITIES				

Main responsibilities, focusing on the required outputs:

- Support the Apprenticeship Management Team with administration and policy support, relating to a wide range of key activities and projects, and act as a first point of contact for all Apprenticeship and line manager general enquiries from the central mailbox, telephone and face-to-face.
- Although the overall management of the apprenticeship levy will be done by an Apprenticeship Manager, the role holder must ensure that finances are processed and recorded accurately, and that training providers are paid promptly for work delivered. This will include setting up requisitions, and ensuring that invoices are correct and actioned in a timely fashion.
- Be responsible to ensuring all information required by both law or policy is collated and stored properly (such as apprentice commitment statements and contracts).
- The role holder will be responsible for producing management information (including but not limited to apprentice numbers, ongoing costs, start/finish/key milestone dates, placements etc), and providing internal analysis that can be used to help inform decision making.
- Working with minimal direction, have a key role in organising events throughout the year (such as induction, the National Apprenticeship Show, recruitment assessment centres, team building events, and graduation ceremonies). Working closely with Corporate Comms and Resourcing colleagues.
- Working closely with Resourcing colleagues and others in the Apprenticeship Management Team, oversee and co-ordinate the on-boarding for new apprentices. Ensuring policy and processes are in place and adhered to.
- Working to the Assistant Apprentice Manager, be involved in setting up new schemes, in response to organisational requirements. This includes working with stakeholders to determine their requirements, researching and highlighting options, and ensuring that business cases submitted by hiring managers are robust/compliant.
- In the spirit of continuous improvement, regularly review/examine the team's administrative processes, making improvements so that they remain fit for purpose and deliver what is required in a cost-effective way. Support colleagues in the P&ER team on the review and updating of apprentice contracts to ensure legal compliance as required.
- Act as point of contact when Apprenticeship Manager or Assistant Apprenticeship Manager is away or unavailable.
- Working alongside Apprentice Managers and the business, deal with the educational providers to address issues or concerns regarding the delivery of training.
- Monitor and attend meetings between training providers and apprentices e.g. NVQ scheduled assessment visits, dealing with issues that might arise but escalating concerns to the Assistant Apprenticeship Manager when unable to resolve.
- Working alongside Apprenticeship Managers and Assistant Apprenticeship Manager, attend departmental team meetings at senior manager/manager level, across the organisation to raise awareness of the business benefits of apprenticeships, and work to establish a picture of where apprenticeships may potentially be required in future.

KNOWLEDGE AND KEY SKILLS

Essential:

- Excellent general administration skills within a customer facing environment
- Attention to detail
- Calm, organized approach when dealing with several simultaneous priorities
- Good IT skills. In particular aptitude to use spreadsheets applications for manipulating data, Word and PowerPoint skills.
- Good interpersonal skills; as well as liaising with external providers and key internal stakeholders, the holder will be comfortable relating to apprentices of all age ranges.
- As a key point of contact for apprentices, act as a role model, promoting our People Values and communicating with them clearly.
- Good project management skills.

Desirable:

- Knowledge of current apprenticeship policy landscape, and understanding of the various types of qualifications than can be pursued.
- Broad knowledge of FCDO Services and its functions, as well as how we support the wider FCDO/One HMG family.

CORE BEHAVIOURS

Top three for job:

- Managing a Quality Service
- Working Together
- Changing and improving

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Well-administered schemes that meet the organisation's needs, delivering qualified and competent people who are ready to join the organisation upon completion.
- Management information is accurate and produced in timely fashion.
- Accurate record and housekeeping in accordance with security and the data protection act.
- Invoices and requisitions processed in a timely manner, and suppliers well managed.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	N
Reports to: (Role Title and Grade)	Assistant Apprenticeship Manager (C4)	
Direct Reports: (Number and grades of staff)	None	