

Capel Manor College

Apprenticeships Performance Manager

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	Apprenticeships Performance Manager
Scale	Business and Learning Support
Grade	P02
Responsible to	Head of Apprenticeships and Business Development
Location	Enfield
Contract	Full-time, permanent

Key Responsibilities:

To carry out the leadership and performance management of all Apprenticeship programmes;

- Ensuring a highly effective experience for all Apprentices and employers.
- Ensuring learners follow individualised pathways and maximise their potential and progress towards timely success.
- Key responsibility for all aspects of apprenticeship delivery, quality and quality assurance.
- Line manage the apprenticeship delivery team and administrative/compliance team.
- Ensure the high-quality delivery of the curriculum to all apprentices and ensure that apprentices are ready for gateway and their end point assessments.

Main Responsibilities:

1. To work as a member of the Apprenticeship and Business Development Team where a high level of commitment and flexibility is required.
2. Performance management of team, ensuring contractual targets and objectives are met in terms of timely success rates, non-starters, referrals and progressions.
3. To be responsible for all aspects of apprenticeship delivery, quality and quality assurance.
4. To line manage a team of Apprenticeship Tutors, setting monthly KPIs to ensure the timely completion of all elements of the Apprenticeship programme including functional skills and additional learning support.
5. Supporting business growth; working alongside the sales team to maximise new business sales and learner recruitment.
6. Be responsible for the programme performance against key performance indicator (KPI) measures reporting any issues to the Quality Team.
7. Prepare termly quality reports, input into the annual departmental SAR and prepare Quality Improvement plans for each programme.
8. Ensure and maintain standards and quality by engaging with and using quality systems
9. Contribute to the evaluation of TLA procedures to enhance the learner experience and support Continuous Professional Development (CPD).
10. Ensure team meetings are held to standardise practice, share information and good practice, and plan and implement improvements in collaboration with the Quality Manager
11. Work as part of the Department's lesson observation team to support continuous professional to support personal development and enhance learner experience.
12. Work collaboratively with curriculum colleagues across the College to ensure the College is delivering compliant programmes in line with ESFA Funding Rules, working closely with MIS to monitor compliance throughout the Apprenticeship journey.
13. Support employers with apprenticeship related requirements, manage the DAS approval, funding compliance, and MIS responsibilities.
14. Lead and manage high quality and cost-effective delivery of the curriculum to all apprentices.
15. Manage the Internal verification and quality assurance of the apprenticeship programmes delivered within all of the areas identified.
16. Take responsibility to ensure all apprentices are fully compliant including but not limited to: Sign up/new start paperwork, Off the Job training hours, monthly monitoring, Functional Skills, Progress Reviews.
17. Lead the delivery team by planning and chairing team and standardisation meetings, and ensuring that the work of the members of the delivery team meets the requirements of the College quality systems.
18. To task manage the English and Maths tutor and coordinate the provision of functional skills training for apprentices.

19. To advise employers on the recruitment, enrolment and financing of apprenticeships ensuring all sign-up and completion targets for all contracts areas are met.
20. Responsible for allocating assessors to apprentices and for ensuring apprenticeships are delivered in accordance with Individual Training Learning Plans, ensuring the activities are in line with the College delivery protocols and QA criteria.
21. Ensure timely assessment and subsequent delivery of additional learning support.
22. Responsible for the management of the audit process, tracking systems, portfolios QA process and resource development.
23. To chair monthly meetings of vocational teams of team leaders, tutors and assessors to review apprentice progress and agree interventions for apprentices at risk of non-completion.
24. To work with the Administrator and other departments to ensure back-office functions are delivered and fees are collected timely.
25. To manage internal and external audits of our Apprenticeship programme and to ensure the College has and retains the appropriate accreditations for Apprenticeship programmes.

General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults.
2. Participate in College programmes of staff appraisal and continuing professional development.
3. Develop effective working relationships internally and with external partners.
4. To operate at all times in line with the College's values and behaviours.
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College.

PERSON SPECIFICATION

Qualifications

- Possess a Level 2 qualification in English and Maths or a willingness to achieve within a specified period.
- Evidence of continuous professional development.
- Teaching qualification or willingness to achieve (support will be given to gain accreditation over a specified period).
- Hold a recognised assessor qualification such as A1/A2, D32/33 or TAQA.

Experience

- A proven track record of engaging with employers and delivering effective apprenticeship programmes.
- Successful and proven track record of curriculum development and apprenticeship success.
- Experience of managing an apprenticeship delivery team.
- Significant experience of successfully tracking and monitoring apprentices throughout their programmes, making timely interventions to ensure successful completion.

Skills, Abilities and Knowledge

- Have a thorough understanding of the requirements of apprenticeship programmes both in terms of quality assurance and funding body requirements.
- Ability to consistently provide accurate guidance to employers, apprentices and colleagues regarding Apprenticeships offered by the department.
- The ability to develop positive working relationships with individuals at all levels.
- Sound administrative skills.
- The ability to work on own initiative and as part of a team.
- The ability to communicate effectively orally and in writing.
- Effective organisational skills.

Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults.

- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults.
- Emotional resilience.
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery.
- Should the position involve regular driving, a clean driving licence is required.