

**JOB DESCRIPTION**

**Job Title**: Apprenticeships and Employer Engagement Manager

**Grade**: E

**School/Service**: Employer Partnerships/Talent Gateway

**Responsible to**: Strategic Apprenticeships and Employer Engagement Manager

**Liaison with**: Academic staff involved in Degree Apprenticeships and Continuing Professional Development/Continuing Education activities, Quality Assurance and Enhancement, Academic Registry, Finance, Strategic Planning, Employers, and other relevant external stakeholders

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**ABOUT THE TALENT HUB**

A central feature of the Careers 1st approach established in Vision 2028, the primary function of *Talent Gateway* is to provide the central commercial externally focused professional business development and key account management function for the university.

Working alongside the Schools, the unit will directly engage with employers, local authorities and academic partners to generate new income and broader commercial engagement opportunities. This includes seeking opportunities to grow continuing professional development income, apprenticeships, internships and placement and other forms of commercial income as well as income and wider educational and reputational benefits from growing our academic partnerships in the UK and globally (physically and online) including validation, franchise, articulation and UEL Global experiences.

As well as supporting income generation and diversification, *Talent Gateway* will provide critical professional strategic key account management of our extensive and growing portfolio of our employer and academic partnerships.

***Employer Partnerships*** will be split into four distinct functional areas:

*Business Centre* – the existing commercial company running its operations via Knowledge Dock Ltd. continues to be an attractive proposition for the university engaging in support for student, faculty, alumni and local community businesses. In addition to generating income in its own right from lettings, the Business centre will focus increasingly on supporting the commercialisation of student companies, providing a flow of investable companies to associated angel investors.

*Continuing Professional Development* – the new unit will provide central support for Schools to grow the provision of CPD activity across the university including the management of any contracts established with external partners to manage, promote and deliver CPD on behalf of the university.

*Business development* – the new unit will support Schools in the development of new commercial income from engagement with business, charities and local authorities to achieve improved employment outcomes, growth and diversification of the academic portfolio and improved KEF outcomes*.* This would include new apprenticeships, placements, internships and other commercial, income generating activity. The function will be outsourced.

*Apprenticeships and Employer Engagement* – the new unit will bring together a team of professional key account managers to look after existing and future university commercial partnerships and apprenticeship employers (e.g. Babcock, AWS, Siemens, Accenture, Barclays, etc.), as well as managing commercially focused engagement with local authorities for mutually beneficial work.

**JOB PURPOSE:**

This is a client facing role responsible for supporting and growing UEL’s employer engagement activity which includes apprenticeships and Continuing Professional Development (CPD)/Continuing Education (CE). The post holder will work closely with the Strategic Apprenticeships and Employer Engagement Manager, Head of Employer Partnerships & Apprenticeships, UEL academics and UEL employer partners in the UK and globally supporting outstanding operational activity to deliver the university’s ambitious targets set out in the Vision 2028 corporate strategy. Together with the rest of the team, the post holder will be responsible for looking after existing and future university commercial partnerships, CPD/CE relationships and apprenticeship employers, as well as being engaged with local authorities for mutually beneficial work and delivering a high-quality customer service to UEL external partners.

The post holder will support the Strategic Apprenticeships and Employer Engagement Manager and Head of Employer Partnerships & Apprenticeships in growing engagement with accounts.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Efficiently manage relevant employer partnership accounts in line with Talent Gateway income targets and Employer Partnerships and Apprenticeships KPI’s to generate income and establish long-term sustainable employer partnerships.
* Continuously contribute towards improvement and increase of apprenticeships income in accordance with set KPIs for each year (expected current growth in number of apprentices at minimum 20% per year).
* Oversee the growth of CPD/CE across the university and identify professional development needs of employers.
* Identify new apprenticeship and CPD/CE opportunities within relevant sectors and support bid-writing to ‘win’ those.
* Direct day-to-day management of several employer partnerships, CPD/CE relationships and apprenticeships accounts.
* Work in collaboration with key internal/external stakeholders:
* to provide guidance and establish robust workflows for delivering high quality student experience of learners on UEL apprenticeship and CPD/CE programmes;
* to ensure all financial, administrative and contractual functions related to one’s respective accounts are successfully delivered.
* Agree (and ensure their implementation) of service level agreements for operation of partnerships: 2-day turnaround on all queries; partnership feedback monitoring through conduction of regular employer questionnaires on service delivery
* Contribute towards full implementation, use and further development of APTEM (UEL’s end-to-end apprenticeships platform).
* Support their line manager and Head of Employer Partnerships & Apprenticeships in ensuring institutional readiness and compliance with government regulations (ESFA, Ofsted, etc.);
* Contribute towards development and implementation of a strategy and business plan to grow apprenticeships and CPD/CE provision across UEL.
* Identify risks to their employer partnerships’ portfolio, provide expertise and recommend solutions to internal/external issues to ensure high quality account management and experience of existing employer partners. This will include maintaining of risk registers, delivery of any follow-up action plans, etc.
* Participate in regular activities to bring employer partners closer together (e.g. series of events during the National Apprenticeships Week).
* Work closely with relevant academic colleagues across the University to develop efficient and commercial approaches to employer engagement, CPD/CE provision and apprenticeships activity.
* Attend relevant University meetings to represent Apprenticeships and employer engagement team when necessary.
* Represent the University externally, identifying sector best practice and ensuring UEL’s employer engagement and apprenticeships provision is reviewed and strengthened by regular benchmarking.
* To work in accordance with relevant UEL policies, including Equal Opportunity, Health & Safety, Equality and Diversity and others.
* To carry out any other duties and activities appropriate to the role, which contribute to and enhance the image and efficiency of the Employer partnerships unit and Talent Gateway as a whole.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

* A good first degree and/or extensive professional experience (A/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of managing apprenticeship, work based learning or related programmes, with reference to compliance, management of employer relationship and apprentice data (A)
* Experience of working with employers on skills projects, continuing professional development, and/or apprenticeships, key account management in a target driven client-facing role (A)
* Experience using Microsoft Outlook, Word, Excel and complex databases (I)

**Desirable criteria;**

* Experience in using APTEM (end-to-end apprenticeships platform) (A/I)
* Previous relevant experience of working in a UK HE/FE Institution (A)

* Track record of successful bid-writing (I)

**SKILLS AND ABILITIES:**

**Essential criteria;**

* Highly organised with an ability to manage multiple projects in a deadline intensive, multiple stakeholder environment (A)
* Ability to work in a fast paced, changing environment adapting delivery to the changing needs (I)
* Excellent oral, written communication and presentation skills (A)
* Excellent inter-personal skills with the ability to influence and negotiate with key stakeholders (I)

**OTHER ESSENTIAL CRITERIA**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)
* Willingness to work flexibly & travel if/when necessary (I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test