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| **Job Title** | **Apprenticeships and Employer Engagement Manager**  |
| **School / Service** | **Talent Gateway – Employer Partnerships Office** |
| **Grade and Salary Range** | **Grade E, £38,022 - £43,403** |
| **Location and Hybrid working status** | **Docklands – Hybrid**  |
| **Reporting to** | **Strategic Apprenticeships and Employer Engagement Manager** |
| **Responsible for** | **N/A** |
| **Liaison with** | **Academic staff involved in Degree and Higher Apprenticeship activities, Quality Assurance and Enhancement, Academic Registry, Finance, Strategic Planning, Employers, and other relevant external stakeholders** |
| **Contract type** | **Permanent, Full-Time** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines cutting-edge education with a passion for creating positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our transformational 10-year Vision 2028 strategic plan, spearheaded by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for creating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your unique skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome talented individuals who are committed to advancing their careers while making a positive impact on the world.

**ABOUT THE TALENT GATEWAY**

A central feature of the Careers 1st approach established in Vision 2028, the primary function of The 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, The 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 and apprenticeships accounts day-to-day management. The post holder will work closely with Strategic Apprenticeships and Employer Engagement Manager, Head of Employer Partnerships, UEL academics and UEL employer partners in the UK and globally supporting an 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 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 Strategic Apprenticeships and Employer Engagement Manager and Head of Employer Partnerships in developing a successful operating model of the Employer engagement and apprenticeships unit of The Talent Gateway and delivering consistency and excellence in all aspects of its service.

**KEY DUTIES AND RESPONSIBILITIES**

* Efficiently manage relevant employer partnership accounts in line with The 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);
* Identify new apprenticeship opportunities within relevant sectors and support bid-writing to ‘win’ those;
* Direct day-to-day management of several employer partnerships 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 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 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 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 and apprenticeships 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 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.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

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

* Experience using Microsoft Outlook, Word, Excel, and complex databases (A/I)

**Desirable**

* Experience in using APTEM (end-to-end apprenticeships platform) (A/I)

* Previous relevant experience of working in a UK HE/FE Institution (A/I)

* Track record of successful bid-writing (A/I)

**COMPETENCIES REQUIRED**

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

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

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

**Criteria tested by Key:**

A = Application form C = Certification I = Interview T = Test

UEL are an inclusive equal opportunities employer and are proud of our Equality, Diversity, and Inclusivity achievements. We expect all employees of UEL to embrace our EDI policy and will not tolerate discrimination in any form.

So, if you’d like to take your career to the next level with us here at the University of East London and are inspired by our environment and drive for success, we want you to apply today!