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| **Job Title** | **Apprenticeship Coach** |
| **School /Service** | **Quality Assurance and Enhancement (QAE)**  **Professional Academic Compliance (PAC)** |
| **Grade** | **Grade D** |
| **Location and Hybrid working status** | **Hybrid working, at least three days a week on site at UEL Docklands/Stratford**  **(inc. visits to employer premises, if necessary)** |
| **Reporting to** | **Apprenticeship Delivery Lead** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Apprentices**  **Apprenticeship course academic staff**  **Quality Assurance and Enhancement**  **Student Services (Disability and Dyslexia Service)** |
| **Key working relationships: External** | **Employers** |
| **Contract type/ Hours** | **Permanent 1.0 FTE** |

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 innovative education with a passion for crafting 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 ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated 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 generating 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 outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

# THE DEPARTMENT (QUALITY ASSURANCE AND ENHANCEMENT)

Following successful Ofsted full inspections in 2023/24 which confirmed the quality of UEL apprenticeships as ‘Good’ across all areas, as well as ‘Outstanding’ for primary teacher apprenticeships, the new apprenticeships branch of Quality Assurance and Enhancement (QAE) is committed to the achievement and maintenance of ‘Outstanding’ status in all future inspections and to maximising the impact of apprenticeships in meeting the strategic objectives of UEL’s *Vision 2028*.

The QAE team is responsible for the development and implementation of all UEL academic quality assurance processes and procedures, and provides support to academic staff, professional services staff and students, including staff and students at academic partners.

The apprenticeships branch of QAE establishes institution-wide, robust processes to support UEL’s thriving and growing apprenticeship provision. This branch leads the Apprenticeship Professional Services Network and reports directly to the committee(s) chaired by the Dean of Professional Academic Compliance (PAC), holding institutional responsibility for implementing apprenticeship quality and compliance processes in accordance with Ofsted, ESFA, OfS, IfATE and PSRB requirements, and disseminating these to relevant stakeholders.

To this effect, the Apprenticeship Delivery Lead is line managed by both the Dean of PAC & Head of QAE (equal responsibility). This enables the role to support the strategic objectives of both the Head of QAE and the Dean of PAC, both of whom report to the University Provost & Vice-President (London Campuses).

**JOB PURPOSE**

The apprenticeship coach is responsible for undertaking the tripartite reviews for apprenticeship learners on apprenticeship programmes within the School of Health, Sport & Bioscience. This role will liaise closely with students and academics and they will have a key role in developing students to achieve their learning goals. They will be responsible for developing and managing the relationship between the learner and their manager. They will offer pastoral advice to the learner and will be able to support them with accessing the relevant departments within the university, in and out of the School.

**KEY DUTIES AND RESPONSIBILITIES**

* Act as first point of contact for students and their line managers providing timely, professional and high-quality customer service.
* Respond to apprentices and staff queries, providing a high-quality customer service via email, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards.
* Undertake the Tripartite Review process with the apprentices and their line manager for the Allied Health and Nursing Departments, working closely with the academic staff.

**Administration:**

* Maintain accurate data relating to apprenticeship programmes and learners’ academic profiles, updating sensitive and confidential information relating to individual learners as required throughout their programme that may impact on their progression or require adjustments or extra support. Ensure, where appropriate, this information is stored and shared both internally and externally following all relevant guidelines and legislation such as GDPR
* Ensure communication is maintained with the apprenticeship officer and the academic staff and ensure that all tripartite reviews and undertaken in a timely manner.
* Utilising the Nursing and Allied Health Dashboard ensuring that information is shared with relevant employer partners
* Liaising with key services within the University to produce, monitor and check key information as requested by the Director of Careers and Enterprise, Heads of Department and School Business Manager
* Provide administrative support to several relevant internal and external meetings including, liaising with the Chair re setting the agenda, organisation of the meeting, the taking of minutes and circulating papers and reports as necessary
* Responsible for meeting room bookings, configuration and set-up including ensuring that AV equipment is working and setting MS Team and Skype calls and proactively liaising with IT where appropriate
* Contribute to maintaining good effective working relationships with employers, apprenticeship providers, academic and professional staff, key stakeholders and partners to ensure continued collaboration between parties for the successful delivery of the programme
* Provide administrative support as necessary to apprenticeship course leaders when the apprenticeship officer is unavailable.
* Provide support to the apprenticeship officer for new apprenticeship courses as directed by the School Business Manager

**The role of the Apprenticeship Coach will encompass one or more of the following School-wide responsibilities and activities:**

**External Relations:**

* Liaise with academic staff, students and industry to arrange projects, competition entries, exhibitions etc
* In liaison with Student recruitment and marketing to oversee arrangements for open days
* Update and maintain School pages on the Intranet including staff research profiles and any microsites.

The duties and responsibilities outlined above provide a general overview of the range of tasks that an Apprenticeship Coach at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* A degree and/or equivalent experience. (A/I/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of successfully working/negotiating with a range of employers. (I)

**Desirable criteria;**

* Knowledge of apprenticeship programmes or work experience programmes. (A/I)
* Experience of Higher Education (HE) or Apprenticeship Providers. (A/I)

**INITIATIVE AND PROBLEM SOLVING:**

**Essential criteria;**

* Ability to use own initiative to resolve problems, identifying practical and suitable solutions. (A/I)

**COMMUNICATION:**

**Essential criteria;**

* Ability to communicate using a variety of mediums to internal and external audiences including students, employers and stakeholders. (A/I)
* Ability to exercise discretion in dealing with confidential or sensitive matters. (I)

**MANAGING INFORMATION:**

**Essential criteria.**

* Good understanding of standards around managing, protecting and re-using information, including information security best practice and data protection principles. (A/I)

**INFORMATION TECHNOLOGY:**

**Essential criteria;**

* Proficient in the use of productivity suites (email, calendar documents, spreadsheets, databases) such as Microsoft Office. (A/I)

**SERVICE DELIVERY:**

**Essential criteria;**

* High level of accuracy and attention to detail. (A/I)
* Ability to plan, organise work and prioritise work whilst retaining excellent customer service standards. (A/I)
* Ability to use initiative to resolve problems and identify practical and suitable solutions. (I)
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment. (I)

**TEAMWORK:**

**Essential criteria;**

* Naturally collaborative with experience of working as part of a small team, supporting others in dealing with peaks in demand. (A/I)

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Disclosure and Barring Service (DBS):**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.