Role Profile



Job Title:	Role Profile Number:
Skills & Employment Apprentice (L3 Business &	N/A
Admin Apprentice)	
Grade: Apprentice	Date Prepared:
	April 2023
Directorate/Group:	Reporting to:
Human Resources and Organisational Development	Learning & Development Manager
Structure Chart attached:	No

<u>Job Purpose</u>

- To provide admin support to the Apprenticeship team and act as the first point of contact for queries from apprentices, managers and learning providers regarding employability schemes
- Provide support to the Apprenticeship Co-ordinator to deliver a quality, sustainable Apprenticeship offering and other employability options across the Council
- Accountable for maintaining accurate data for SBC apprenticeships and other employability schemes (e.g. Traineeships, Work Experience)

Key Accountabilities

- Provide support on the administration and management of the online Digital Apprentice Service system
- Ensure Apprentice and Levy tracker (including Levy transfer) are maintained accurately
- Produce high quality quarterly reporting of Apprenticeship data and other employability schemes
- Respond to queries within the agreed service levels and provide guidance or an appropriate escalation route
- Develop an understanding of the communities that make up Swindon Borough and maintain a directory of community access groups that can be used to promote employability offers
- Support apprentices throughout their apprenticeship journey, from application through to their transition into the step of their career upon completion
- Demonstrate a solid understanding of where learners are in their development journeys and using this to proactively raise concerns regarding learner experience

- Establish and maintain positive relationships with training providers including liaising with providers to source courses, identifying learning opportunities, and ensuring timely preparation of apprenticeship enrolment documentation to allow for sign off
- Proactive participant in meetings including with local employer networks, sharing best practice
- Support the team to answer a range of queries from different stakeholders regarding apprenticeship opportunities and promote apprenticeships across the organisation either in conversations or as part of an organised career fair
- Ongoing maintenance of a bank of Frequently Asked Questions covering employability schemes, accessible by all employees and managers
- Coordinate the signing of apprenticeship contract documents
- Keep up to date with policy and guidance relating to education, employment and training with particular focus on GDPR principles and maintaining learner confidentiality
- Provide support to the wider Learning and Development function as appropriate
- Support with any ad hoc projects and events as required by the Learning and Development team.
- Reviewing employability scheme data at least once a quarter, making observations about trends and offering ideas for improvements
- Assist the team with collecting data for the Learning and Development score cards/dashboards

Knowledge & Experience

- Knowledge of office administration including Microsoft Office software packages; Outlook, Word, Excel desirable with the desire to develop with further provided
- Ability to work unsupervised organising own time to meet agreed service standards
- A high level understanding of GDPR principles and the importance of treating sensitive, personal information confidentially
- Good communicator and able to build, develop and maintain relationships with internal and external customers
- Attention to detail, ensuring tasks are completed in line with agreed standards
- Work constructively as a team member with a willingness to support others

Qualifications

A minimum of 3 GCSEs of Grade 4/C including Maths and English

Working Environment

• Working from different locations across SBC to best serve the needs of our internal and external customers.

Creativity and Innovation

- Contribute to the ongoing development of the Apprenticeship Journey, creating content that can be used to generate interest in apprenticeships
- Problem solving
- Solution focussed

Job Scope Number and types of jobs managed • None	Budget Holder Responsibility	Yes /No
Typical tasks supervised/allocated to others None 	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Managers and employees of the Council
- Learning providers
- Members of the public
- People and Culture team

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	