

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

Job Purpose

- 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.

