

## Job Description

<b>JOB TITLE:</b>	Apprenticeship Support Officer
<b>GRADE:</b>	Scale H
<b>REPORTS TO:</b>	Senior Apprenticeship Administrator
<b>CAMPUS:</b>	BCA
<b>JOB PURPOSE:</b>	To provide dedicated day-to-day support to apprentices and employers, ensuring that learning hours are accurately tracked and monitored throughout the duration of each apprenticeship.

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### Main Duties

1. Monitor, track, and support apprentices' 'off-the-job' (OTJ) training hours to ensure audit requirements are met, liaising with the relevant apprenticeship team as required.
2. Work collaboratively with Skills Coaches and the delivery team to ensure apprentices submit OTJ hours in a timely manner, ensuring they are valid and compliant with apprenticeship funding rules.
3. Deliver regular OTJ training sessions (both in-person and remote) for apprentices, employers, and Skills Coaches.
4. Monitor apprentice attendance and punctuality for both apprenticeship programmes and Functional Skills, following departmental escalation procedures where necessary.
5. Provide timely attendance reports to employers and managers on a daily, weekly, and monthly basis, as required.
6. Ensure registers for apprenticeship and Functional Skills sessions are accurately maintained and kept up to date in compliance with requirements.
7. Act as the first point of contact for all apprentice, employer, and parent/carer queries, triaging to the appropriate colleague where necessary.

8. Respond to safeguarding concerns in a professional manner, recording incidents on CPOMS and following up as required, in collaboration with the safeguarding team.
9. Make effective use of EBS, e-Portfolio, ILP, and other approved systems to ensure apprentice records are accurate, up to date, and available when required.
10. Support the induction and enrolment of new apprentices, including completion of welfare forms, learner profiles, issuing lanyards, transport planning, and conducting termly check-ins to monitor progress.
11. Support the Apprenticeship Hub by maintaining resources, promoting enrichment opportunities, and contributing to newsletters.

### **General Duties**

12. Promote a teaching, learning and working environment that is free from discrimination, harassment and bullying and where all students and staff feel safe to express their individuality.
13. Be responsible for safeguarding and promoting the welfare of students.
14. Maintain student morale and discipline within the college site.
15. Through CPD ensure you keep up to date with relevant industry and academic development.
16. Conduct yourself whilst undertaking college duties within the parameters of the Group's values.
17. Any other duties commensurate with the level of responsibility within the Group.

**N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the principal.**

### **NOTE**

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it.

## PERSON SPECIFICATION - Apprenticeship Support Officer



	Essential	Desirable	Source of Evidence
<b>EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS</b>			
L2 English.	X		AF
L2 maths.	X		AF
<b>EXPERIENCE</b>			
Experience working with apprentices, students, and/or young adults.		X	AF / IV
Experience in an office environment, working collaboratively towards shared goals.		X	AF/ IV
Experience handling data and sensitive information.	X		AF / IV
Experience in public speaking / delivering information sessions to groups of young people.		X	AF / IV
Experience supporting wellbeing.		X	IV
<b>SKILLS, KNOWLEDGE AND ABILITIES</b>			
Highly organised, proactive, methodical, and flexible approach to work.	X		IV
Proficient in Google, Microsoft Office (Word, Outlook, PowerPoint) and Canva.	X		AF / IV
Ability to work independently and as part of a team.	X		IV
Excellent verbal and written communication skills.	X		IV

**KEY:**

- Evidence of all the elements marked AF or AF / IV must be present in the application form in order to be shortlisted for an interview.
- All the elements marked IV will be assessed at interview.
- All the elements marked AF/IV will also be assessed at interview.
- All or some of the elements may be assessed by the Test / Presentation.