



Skills Training UK

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Apprenticeship Delivery Manager

Location: North and South

Reporting to: Operations Manager (Business Skills)

Type: Permanent, Full-Time

Work pattern: 37.5 hours per week

Introduction:

Skills Training UK is a leading independent Apprenticeships and Traineeships provider partnering both Levy paying and SME employers with training to meet their needs. We are at the forefront of thinking and policy in skills, education, and employability. Each year we empower thousands of young people and adults to improve their lives by developing the skills and self-belief to progress.

Purpose of the Apprenticeship Delivery Manager role:

The Apprenticeship Delivery Manager will engage with and proactively support Business Skills with the achievement of their learner caseloads, specifically providing structured input and guidance to Training Consultants, employers and the wider business in the following areas:

- Performance management processes;
- Staff development;
- Staffing budgets;
- Delivery modelling and planning;
- Resource allocation;
- Growth plans;
- Quality Assurance;
- Work within a defined Management structure to ensure consistency of communication and will be instrumental in implementing and ensuring compliance with improved up and down and cross-business communication protocols.

Job Tasks and Responsibilities:

- The implementation and monitoring of Apprenticeship Delivery against set KPI's and agreed delivery and quality plans.
- Working with Account Managers and Product Specialists to monitor the design of the apprenticeship delivery models to ensure apprenticeship standard knowledge, skills and behaviours, core skills and other relevant work-related training are fully planned.



- Working with the Quality Team and Account Managers and Product Specialists to maintain relationships with organisations including EQA visits and relevant external verification (where required). This includes planning and delivery/teaching resources to deliver high quality training, such as:
 - Programme outline;
 - Schemes of work;
 - Lesson plans;
- Manage the Training Consultants (for entire programme delivery); opportunities for embedding of literacy and numeracy and online learning.
- To actively manage and monitor the delivery of apprenticeship standards meet planned apprenticeship start, entry into Gateway and timely EPA.

End Point Assessment (EPA) systems and processes:

- Manage the implement requirements for EPA approval Promote and support the development and effective application EPA planning.
- Agree and implement milestones for progress monitoring and EPA gateway on E-Portfolio.
- Review and monitor the embedding of EPA throughout all aspects of planning and delivery of Apprenticeship Standards.
- Provide regular EPA guidance and training for relevant internal staff, learners and employers

Quality Assurance:

- Monitor the quality of the programme delivery to achieve an outstanding learner experience and high outcomes through monthly caseload reviews and Observations / Support of Teaching and Learning.
- Provide regular updating reports on quality performance indicators.
- Review apprentice progress reports generated monthly and gather additional information on both apprentices at risk of achievements, applying suitable interventions to improve performance, liaising with relevant stakeholders including employers.
- Working with Account Management and Product Specialists to assist the maintenance of effective working relationships with employers, ensuring employer aspirations for quality and delivery are met.

Line Management

- Lead and manage Training Consultants within Business Skills Apprenticeships.
- Ensure the delivery team maintains appropriate standards.
- Set and evaluate key performance targets for the delivery team and hold regular performance monitoring reviews such as:
 - Retention of learners
 - Timely achievement.



- Off the Job Training targets
- Embedding of compliance and Functional Skills
- Conduct monthly caseload reviews, ensuring appropriate development and support in place for each team member.
- Liaise with the HR and the Quality Team in relation to the management of the staff team, the application of people policies

Other Support

- Support Account Managers and Product Specialists relations with employers and assist with providing regular reporting and information,
- Act as a standard developer within the curriculum area as required.
- Maintain up to date knowledge of standard developments and updated CPD.
- Support appointment of relevant delivery staff.
- Support the submission of appropriate tenders and bids.
- Support the marketing and promotion of the apprenticeship provision through the identification of best practice case studies of apprentices and employers.

Behaviours

Colleague – Management

- Enthusiasm for the subject areas and ability to impart this to motivate staff
- Ability to deliver excellent training and coaching to staff as well as sharing development trends and best practice with staff and the wider company.
- Possess excellent interpersonal and team development skills and have the ability to contribute to the team and its goals as well as able to work independently and as a member of the team.

Continuous Improvement

- Adhere to the principles of continuous improvement and actively suggest ways to develop and improve.
- Experience of improving quality within programme

Self-Management

- Manages workload effectively ensuring targets are met; ensuring that Employers receive a timely and effective service that exceeds their expectation and encourages additional business opportunities
- Maintain a high standard of attendance, timekeeping, conduct and professional appearance.
- Be well organised, reliable and punctual.





Demonstrating our core values at all times.

Experience, Knowledge, Attributes and Qualification

Essential:

- Hold a teaching qualification, PGCE, DTLLs or equivalent
- Hold a recognised verifiers qualification (TAQA, V1 or equivalent)
- Have recent and relevant experience of training/coaching in the relevant subject areas
- Have competency, experience and expertise in apprenticeship delivery and the Business Skills Apprenticeship Standards Sectors.
- Experience and familiarity of using e-portfolio systems
- Have an up to date and solid understanding of apprenticeship standards
- Have a strong working understanding of endpoint assessment
- Have an awareness of health and safety regulations and how they apply to the post
- A clear commitment to principles and practices of equality and diversity and safeguarding duty.
- Possess excellent interpersonal and team development skills and have the ability to contribute to the team and its goals as well as able to work independently and as a member of the team.
- Ability to effectively raise achievement and outcomes for apprenticeship and provision
- Possess good IT and administrative skills and be able to keep accurate tracking records of learner's progress, keep an up-to date schemes and records of work.
- Ability to effectively raise achievement and outcomes for apprenticeship provision
- Experience of course planning, design and implementation

Desirable:

- Experience of managing relations with awarding bodies and external quality assurance
- Support with submission and materials for tenders and bids
- Able to demonstrate pastoral skills to support learners

The benefits of the role:

- Generous holiday allowance
- Excellent pension scheme
- Expenses
- Life Assurance
- Access to an Employee Assistance Programme





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Safeguarding Children and Vulnerable Adults:

Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

Equality of Opportunity:

Skills Training UK is fully committed to the principle and promotion of equal opportunities for all and opposes all forms of unlawful or unfair discrimination, direct or indirect. All employees are expected to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Skills Training UK wishes to ensure that it complies with the requirements of the Equality Act. If you are a disabled person, please ensure that we know what you need so that we can make reasonable adjustments to help you succeed.

Health & Safety:

Skills Training UK is committed to the health, safety and welfare of its employees and customers. Health & Safety should form an integral part of normal working practices and all employees are expected to recognise their responsibilities under the Company's Health & Safety policy.

Continuous Improvement:

Skills Training UK is committed, and all employees are expected to work proactively to secure continuous quality improvement and achievement of the highest possible standards.

Probationary Period:

Appointment will be subject to a probationary period of six months in the first instance in the case of new staff to Skills Training UK.

Disclosure and Barring Service (DBS) check:

For positions involving working with children and/or vulnerable adults, the successful candidate will be subject to an enhanced Disclosure check through the confidential process administered by the Disclosure and Barring Service. A conviction may not exclude candidates but will be considered as part of the recruitment process.

