



Post Title: Apprenticeship Delivery Manager

Responsible to: Head of Apprenticeships

Salary: £27,706 - £29,426 A33-A35

Status: Permanent, full time 37 hours per week

Purpose of the job: The post holder will be required to manage a team of work-based Skills Coaches across a range of occupational areas to drive achievement to an outstanding provision. To drive high quality learning to equip the apprentice with the skills, knowledge and behaviours to meet the needs of their employers. The post holder will monitor and drive performance improvements across the provision by appraising the skills coaches performance, reviewing the apprenticeship programmes and data, coaching and mentoring the skills coaches to ensure they reach college's expectations within their role, actively to meet the needs and contractual targets and performance criteria.

REASEHEATH COLLEGE MISSION

"Industry Focussed, Career Ready"

REASEHEATH COLLEGE VALUES

Every member of staff at the College has a responsibility for and commitment to the implementation of the College Vision so that the learner experience is a valuable and memorable one.

As an important part of our team you are also required to ensure that your behaviour towards both staff and learners demonstrates P R I D E in everything you do through actively supporting our Values:

P eople **R** esponsibility **I** ntegrity **D** iversity **E** xcellence

Key tasks & Responsibilities

- Manage, drive, and improve performance of a team of skills coaches ensuring clear objectives are set and managed.
- Management of performance and development of the team to achieve departmental targets and objectives, including 1:1s to test and challenge the performance of skills coaches to improve timely achievement rates – drive culture changes.
- Conduct standardisation across your areas with the skills coaches, curriculum (*where possible*) and IQA team. Ensure there is a consistent approach across all e-portfolios.
- Ensure skills coaches maintain ESFA, EPA, EQA compliant and challenge, if they are found not to be.
- Monitor, evaluate and follow the colleges PDR process with the skills coach to ensure performance is improved for timely and overall achievement rates, using employer and apprentice feedback (including surveys), EPA and EQA reports as benchmarks.

- Challenge performance with skills coaches to drive improvements to TAR, OAR, Withdrawals, out of funding apprentices, H&S reports and 20% OTJT. Review timely interventions to support the improvements and retain apprentices on programme.
- Reduce the number of Withdrawals and OOF to support the business financially to achieve the targets set.
- Co-ordinate, in conjunction with Apprenticeship Quality Assurer, and deliver the CPD Training Plan for the team to ensure the skills coaches are making appropriate progress against the career path for their role, including behaviours and attitudes, coaching, and mentoring.
- Chair monthly meetings between curriculum, skills coaches, and business development team to review and RAG rate apprentices, work collaboratively across college to improve delivery, support the digital strategy, create yearly course reviews and contribute to the self-assessment process, wherever possible.
- Ensure timetabling, registers, resourcing of teaching & learning effectively and efficiently meets College customer needs.
- Manage and monitor the provision of support to all apprentices by ensuring accurate data capture and sharing with the LSC and appropriate specialist agencies.
- To take a lead in co-ordination of EPAs for your areas ensuring timelines are met so apprentices successfully enter Gateway.
- To carry out and follow the Colleges T&L process for skills coaches, conducting workplace observation to support the PDR process and development of the team.
- Participates fully in personal professional development following appraisal of individual needs and uses knowledge and skills to improve performance of self and team.
- Establishes effective working relationships with all interdependent areas of the College to support co-operative partnership working and to maximise the learner experience. Driving the service level agreement across college.
- Organise and deploy resources to ensure maximum caseload efficiency.
- Ensures all activity is undertaken in an efficient, cost effective and timely manner.
- Role models and demonstrates PRIDE Values in undertaking all aspects of job role.
- Participate fully in department and college promotion events, for example, Family Festival, Open days, and marketing events, where necessary.
- Work closely with Business Solutions Managers to assist in the recruitment of employers and Apprentices providing appropriate information, careers advice and guidance on apprenticeship programmes to all learners and apprentices, employers, and agencies.
- Work closely with the Business Solutions Managers to manage and resolve issues from employers, apprentices, and parents to prevent them from escalating into a stage one complaints.
- Ensures highest levels of safeguarding and H&S standards are always maintained and be involved in stage 1 and stage 2 disciplinary, where necessary following the colleges procedures.
- Ensures that the department drives efficiencies, reduces waste and achieves value for money to provide maximum contribution to central.

PLEASE NOTE

Reaseheath is an education establishment within an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work.

Your job description will be reviewed during your annual Performance Development and Review interview, and will be varied in the light of the changing business needs of the College.

The job description is not intended to be exhaustive and is only indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Your duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post.

Please note this role constitutes 'regulated activity' as defined by the Protection of Freedom Act 2012. The successful candidate will therefore be required to undertake an enhanced DBS without barred list information prior to starting employment.



Person Specification

Post Title: Apprenticeship Delivery Manager

Knowledge & Skills

- Level 2 Maths & English or equivalent
- Level 2 ICT or equivalent (or willing to work towards)
- Management qualification (desirable)
- TAQA qualification (Assessor Coach)
- IQA qualification
- Lead IQA (desirable)
- Substantial experience of managing a remote team, ideally work based learning
- Demonstrable experience of managing caseloads
- Demonstrable experience of designing and delivering training
- Ability to communicate effectively and negotiate and influence individuals at all levels including employers, apprentices, parents and colleagues
- Some evidence of Continuous Professional Development related to apprenticeship delivery
- Substantial experience of motivating and engaging a results focused delivery team
- Full clean driving license