**Quality, Data and Compliance Coordinator - Apprenticeships**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | **Quality, Data and Compliance Coordinator– Apprenticeships**  | **Date:**  | March 2021 |
| **Reporting Line:**  | Academy & Quality Assurance Manager | **Job Level:** | Grade 5  |
| **Service:** | HR & OD Service | **Business Area:** | HROD |

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| JOB PURPOSE |
| Support, oversee and take responsibility for the processing and checking of learning management systems, processes and information in line with policies and best practice guidelines.Design, formulate and guide implementation of the relevant systems and data control policies, processes and procedures that fit within the overall frameworks and will enable the organisation to be effective and compliant with external guidance. Oversee Apprenticeship compliance and data processes to ensure that the organisation is compliant in line with our Education, Skills and Funding Agency contract. Support the Academy and Quality Assurance Manager, ensuring that as an Employer-Provider, GMCA is compliant with ESFA Funding Rules and a high-quality apprenticeship provision.  |

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| **KEY WORKING RELATIONSHIPS** |
| * HROD Directorate members.
* Recruiting managers
* External client contacts
* Operational Training Function
* Internal and external customer groups and strategic partners
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| **KEY DELIVERABLES** |
| * A robust quality assurance process in place to ensure the organisation deliver and strive for excellence across the learning experience
* Support the development and the implementation of the Corporate Learning and Development Strategy
* Ensuring that the organisation capitalises on the Apprenticeship Levy and maximises opportunities for new and existing staff
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| **KEY RESPONSIBILITIES**  |
| **Role Specific Responsibilities**1. Carry out ongoing compliance checks on all apprenticeship documentation to ensure that the organisation is compliant and adhering to the Education and Skills Funding Agency (ESFA) funding rules.
2. Update and submit Apprentice data returns in a timely manner ensuring that the information is accurate.
3. Maintain a working knowledge of ESFA funding rules and guidance to plan activities and resolve queries.
4. Monitor ESFA funding income streams via the Apprenticeship Service and reconcile with the income.
5. Use a variety of external systems to register Apprentices on their programmes ensuring that data is recorded accurately for correct allocation of funding.
6. Register Apprentices on the E-Learning Portfolio ensuring that their learning package is available to them, assessors and the IQAs.
7. Oversee the E-Learning Portfolio activity ensuring quality and timely completion of tasks.
8. Provide support in apprenticeship quality assurance activity and the delivery of the quality improvement plan.
9. Provide administrative support during Ofsted inspection ensuring that the information requested is up to date and accurate.
10. Maintain apprentice and learner records on internal and external systems to ensure regular and effective reporting.
11. Maintain effective relationships with subcontractors.
12. Report on the completion, attendance, retention and achievement rates of our apprenticeship delivery
13. Produce and collate training support information and records of attendance for Apprentices.
14. Prepare apprenticeship paperwork in accordance with ESFA funding rules.
15. Accurately prepare documentation, communications and information including letters, emails and records.
16. Raise purchase orders and requisitions and process payment of invoices in a timely manner, maintaining an accurate log of budget expenditure.
17. Contribute to the development of operational data management systems and administrative processes.
18. Support with the evaluation of systems and adapt them or make recommendations to improve and assist the development of the Academy.
19. Contribute to policy development, monitor and advise assessors and IQAs on these policies, processes and procedures set both internally and externally
20. Support the creation, implementation and monitoring of the Quality Improvement Plan covering all elements of quality assurance’.
21. Support the coordination of timely End Point Assessments and Functional Skills provision liaising internal and external stakeholders.
22. Support the coordination of appropriate training and assessment for staff supporting apprenticeship delivery.
23. Act as a point of contact for internal stakeholders for support and guidance on apprenticeship compliance.
24. Provide administration and delivery support to the learning and development team.
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| **General**1. Contribute to the design and delivery of key HROD projects and interventions aligned to performance improvement.
2. To develop trusted professional relationships within the organisation, practicing internal client management.
3. Actively engage with the wider workforce to seek and listen to the views of staff, and managers to influence and improve workforce practices.
4. To be committed to maintain your own skills and expertise.
5. To ensure that the HROD service delivers and exceptional level of customer care, looking for solutions wherever possible
6. To provide support and guidance with strict adherence to confidentiality of personal information and Data Protection legislation.
7. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do
8. Working with other teams across the directorate to ensure integration and alignment is maximised and supporting on activity where appropriate.
9. To be accountable for ensuring the organisation is compliant with its statutory duties under legislation in the relevant field e.g., Employment Act, Equality Act, General Data Protection Regulations etc
10. Ensure they your approach to your work and your colleagues is inclusive and supportive of a diverse workplace
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| **KNOWLEDGE AND EXPERIENCE** |
| **Qualifications*** Good standard of education including numeracy and literacy, GCSE or equivalent (essential)
* Working towards CIPD Membership or relevant equivalent professional qualification/Membership (desirable)

**Experience*** Experience of supporting Apprenticeship provision
* Demonstrable experience of delivering excellent customer service
* Demonstrable knowledge and experience of providing administrative support
* Experience with digital platforms including; Microsoft packages, HR, Learning Management and finance systems
* Experience of delivering to set deadlines and changing priorities
* Experience of working with confidential information
* Experience of participating in projects
* Experience in co-ordination and facilitation activities

**Knowledge and Skills** * Knowledge of apprenticeships; employer-provider Funding Rules and Apprenticeship Levy
* Knowledge of Ofsted Education Inspection Framework
* Excellent customer service, communication and interpersonal skills, both written and verbally
* Effective relationship building skills and the ability to build credibility and positive relationships at all levels
* Flexible and adaptable approach
* Strong digital skills and proficiency in Microsoft packages i.e. Word, Excel and Powerpoint
* Excellent organisational and planning skills
* Clear focus on delivering positive outcomes through working in partnership with all of HROD’s areas
* Resilience with the ability to navigate through difficult situations
* Self-motivated and able to identify opportunities
* Attention to detail and accuracy
* Demonstrable questioning and listening skills

**Behaviours*** A desire to network internally across the group and to build visibility externally
* Excellent relationship management skills including the ability to develop effective relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at all levels
* Demonstrates a high standard of integrity and ethics in all workplace interactions, has the ability to maintain professional standards and honours personal commitments
* Understanding of and commitment to promotion of equality and diversity.
* A desire to constantly learn and research the latest techniques or changes
* Flexible and adaptable approach
* Ability to maintain confidentiality of the service at all times
* The capacity to cope with challenges, pressures and setbacks, and the ability to navigate through difficult situations

Deep belief in the value of the HR & OD function, and their own ability to make a valuable difference to the organisation  |

**Corporate Duties -** Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

- Safeguard at all times confidentiality of information relating to staff and pensioners.

- Refrain from smoking in any areas of Service premises.

- Behave in a manner that ensures the security of property and resources.

- Abide by all relevant organisational Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.