

Apprenticeships Compliance Manager (Temporary Cover)

Institute of Continuing Education

Closing date: 27 October 2024
Job Reference: EA43487



Apprenticeships Compliance Manager

Salary:

£40,521 - £54,395 per annum

Contract:

Fixed term 12 months

Location:

Madingley, Cambridge
- Hybrid

Faculty / Department:

Institute of Continuing
Education

Responsible to:

Deputy Director of
Academic Centres
(Apprenticeships and
Technical Education)

Working Pattern: Full

Time

Purpose of the role

Taking an evidence- and data-led approach, the role holder will play a leading role in ensuring that systems and processes pertaining to apprenticeships and technical education are designed to ensure that apprentices and employers are supported to sector-leading levels and that compliance with regulatory bodies such as Ofsted and ESFA are central to day-to-day operations. The role holder will also work to develop effective approaches to continuous improvement, maintaining an agile approach to developing and introducing new systems, processes and procedures.

The role holder will line manage a small administrative team which will focus on employer-engagement and general administration of apprenticeships and technical education to ensure that working relationships are optimised and essential data collected and processed in timely ways. They will also liaise with relevant course directors to ensure clear communication and processes at the interface of course administration and educational delivery. They will also engage with other functions such as Finance to enable effective administration of the apprenticeship agenda.

This role is considered Regulated Activity under the Safeguarding Vulnerable Groups Act 2006, as it may involve working with individuals under the age of 18. As such, an enhanced Disclosure and Barring Service (DBS) check, including a check against the children's barred list, is required.

As this role is considered Regulated Activity, shortlisted candidates will be required to complete a criminal record self-disclosure form prior to interview. This form must be completed honestly and accurately, detailing any relevant convictions, cautions, reprimands, or final warnings that are not protected under the Rehabilitation of Offenders Act 1974

(Exceptions Order 1975, as amended in 2013 & 2020). Failure to disclose information may result in the withdrawal of a job offer.

The central purpose of the role is to ensure that key administrative processes pertaining to apprenticeships and technical education are purposefully and effectively managed and delivered. The role holder must understand and interpret the regulatory frameworks established by Ofsted, ESFA and other relevant agencies to ensure that we develop and enact a series of operating systems and procedures that will lead to high-quality outcomes for stakeholders and hence strong performance when inspected / audited by regulators.

The role holder will also be responsible for the accurate and timely compilation and submission of statutory apprenticeship returns to relevant bodies such as the ESFA (Education and Skills Funding Agency), ensuring full compliance with regulatory requirements.

The role holder will lead the administrative processes across the whole apprenticeship lifecycle, ensuring that course design, planning and delivery are compliant with the regulatory requirements. They will also ensure that budgeting and financial management of apprenticeships and technical education are well controlled, in line with regulatory requirements.

The post holder will report to the Deputy Director of Academic Centres Division (Apprenticeships and Technical Education) and they will line manage a small team tasked with administering the systems and processes required to deliver a compliant and effective series of technical and apprenticeship educational programmes.



Purpose of the role continued

Working with the Deputy Director (Apprenticeships and Technical Education), the role holder will oversee a key series of systems and processes to administer compliant higher and degree apprenticeships and technical education. The function will include two line-reports, oversight of the end-to-end apprenticeships platform (PICS) and occasional work with expert consultants as required. The overall budget will be derived from apprenticeship tuition fee income and management fee income derived from providing services to other University departments delivering their own apprenticeship courses.

Key responsibilities

- Lead and manage the administration of apprenticeships and technical education systems and procedures to ensure high-quality compliant outcomes for stakeholders and compliance with Ofsted and ESFA regulatory frameworks
- Line manage the team to ensure aims are met, KPIs are clearly understood, and routine deadlines are complied with
- Support the implementation of changes to the administrative systems and procedures by ensuring the team members are using data and systems effectively
- Work closely with the Deputy Director of Academic Centres Division (Apprenticeships and Technical Education - hereafter DDACD) and support them in setting, monitoring and meeting strategic objectives
- Support the DDACD to ensure all administrative processes are compliant with external quality and funding body requirements
- Act as a key point of contact for all general day-to-day enquiries and matters relating to the apprenticeships and technical education programme and liaise as appropriate with apprentices, employers, University colleagues, service providers and regulatory agencies
- Act as secretary to the Higher and Degree Apprenticeship Committee, including the collation of information from different sources, the preparation of reports and agendas
- Widen the scope and nature of reports presently considered, e.g. recruitment data by course with year on year comparisons
- Maintain accurate and timely records to support data capture and creation of new reports
- Ensure effective overall monitoring and assessment of the administration of the apprenticeship and technical education programme
- Develop a suite of timely monthly, termly, and annual reports that enable routine monitoring and tracking of KPIs and provide concise data performance analysis
- Contribute to the establishment of financial performance data in order to determine the cost effectiveness of different HDA courses
- Compile and submit statutory returns: Ensure accurate compilation and submission of statutory apprenticeship returns, including data submissions to the ESFA and other relevant agencies, adhering to set deadlines and reporting cycles

Person Specification

Criteria	Essential	Desirable
Education		
Educated to first degree level or equivalent qualification	✓	
May hold a project management or other relevant qualification		✓
Experience		
Operational leadership of complex administrative systems and processes	✓	
Experience of working in an educational environment, adopting a learner-centred approach	✓	
Setting and managing budgets	✓	
Project management experience	✓	
Report-writing and presenting to committees or groups	✓	
Successful influencing and negotiation	✓	
Proven ability to design and implement processes and procedures for complex administrative processes	✓	
Experience of working for multiple stakeholders in a customer-facing environment	✓	
Knowledge and understanding of Levy-funded apprenticeships		✓
Managing activities related to higher level apprenticeships		✓
Experience of working in a work-relevant training function in business or industry or higher/further education		✓
Working in a regulated context e.g. standard operating procedures and/or periodic reporting to and inspection by a regulator		✓
Skills		
In-depth knowledge of the higher/degree level apprenticeship landscape	✓	
Excellent oral and written communication skills	✓	
A clear and organised approach to developing and delivering administrative systems and procedures	✓	
Excellent IT and web-based application skills (including Microsoft Office)	✓	
Excellent organisation and time management	✓	
Strong numeracy and data analysis skills	✓	
Ability to build productive and supportive relationships with academic, technical and administrative colleagues at all levels both within and outside the University	✓	
Capacity to be collaborative and influential in working relationships	✓	
The ability to prepare and present reports to committees and working groups as required	✓	

Person Specification

Excellent attention to detail and ability to maintain accuracy in this detail under pressure	✓	
Ability to prioritise workloads (own and others), meet targets and deadlines	✓	
Understanding and appreciation of quality assurance and compliance processes and procedures in higher education		✓
Knowledge of a collegiate environment an advantage		✓
Additional requirements		
Empathy with the academic purpose of the Institute and the University to be able to engage with the values and aspirations of the Institute and possess a keen interest in its future development	✓	
Work flexibly, for example events/meetings may take place in evenings or at weekends in other locations	✓	
National travel will be occasionally required	✓	

The Institute of Continuing Education



The University of Cambridge Institute of Continuing Education (ICE) acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time matriculated Master's degree courses.

ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present, there are c. 7,500 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our headquarters are situated at Madingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Madingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

The Institute's annual turnover is approximately £8 million with reserves of £6 million.

The Institute of Continuing Education is a non-school institution governed by the General Board.

Terms of Appointment

Tenure and probation

Appointment will be made on a fixed term basis for 12 months, or the return of the post-holder, whichever is earlier.

Appointments will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

Hours of Work and Working Pattern

The hours of work for the position are 100% of full-time.

There are no formal conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your head of institution.

It is expected that the role holder will work from Madingley Hall and central Cambridge as required, and some national travel is anticipated.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees,

annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their

ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



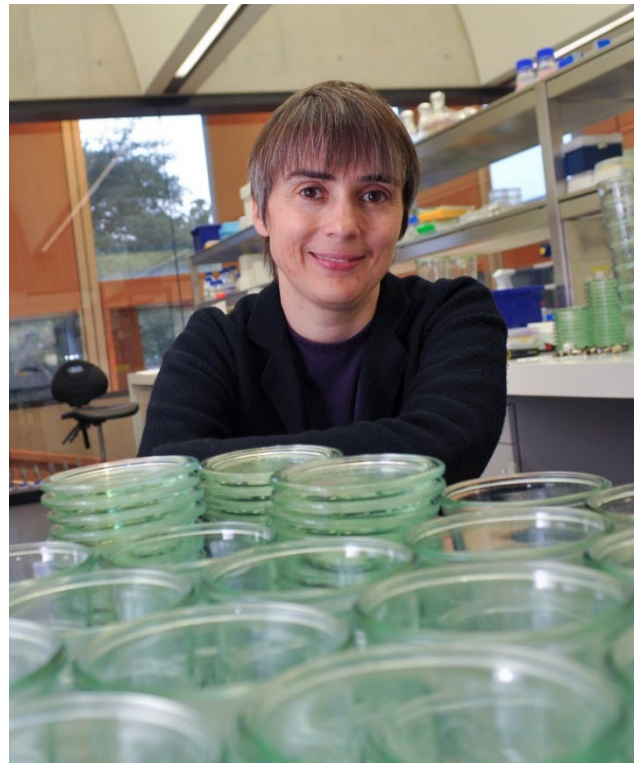
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/relocation>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 26 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Dr Andi Bawden

Interim Deputy Director of Academic Centres (Apprenticeships and Technical Education)

Email: andi.bawden@ice.cam.ac.uk

If you have any queries regarding the application process please contact

HR@ice.cam.ac.uk.

The closing date for applications is: 27 October 2024

The interviews will take place on: 08 November 2024