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| Job title | Continuing Education Officer | Job family and level | Administrative, Professional and Managerial Level 3 |
| School/ Department | School of Health Sciences, Faculty of Medicine and Health Sciences | Location | Medical School, Queen's Medical Centre Campus |

Purpose of role

Working collaboratively with an established team, you will provide knowledge, expertise, and guidance to support the development and delivery of the School's portfolio of apprenticeship programmes. You will manage the day to day running of administrative, funding, and tracking processes related to apprenticeships.

You will work with a high degree of personal responsibility and initiative to respond independently to queries and use judgement to deal with daily unforeseen circumstances, with limited guidance. You will also plan and organise your own work activities, with discretion to determine and change priorities as required. Excellent interpersonal and organisational skills are required, together with an ability to communicate effectively at all levels.

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|---|---|------------------------|
| 1 | <p>Implementation of the School of Health Sciences' apprenticeship programmes.</p> <p>You will manage the day to day running of administrative, funding, and tracking processes related to apprenticeships. Tasks include:</p> <ul style="list-style-type: none"> ▪ Manage communication with apprentices and ensure in line with School communication policy. Work collaboratively with colleagues to act as a point of contact for apprenticeship administrative and reporting enquiries. ▪ Work collaboratively with the Professional Work-based Learning (PWBL) team to monitor apprentice progress to ensure learning needs are met and OFSTED compliance is assured. ▪ Manage the coordination of monthly reporting and data compilation, including accurate tracking and reporting of absence and breaks in learning. ▪ In collaboration with academic team, follow up on apprentice absences and ensure missed learning is signposted. ▪ Support academic staff in updating Moodle pages. ▪ Become an APTEM 'expert', maintain oversight of apprentice progress and records, and be the point of contact for academic staff with APTEM-related queries. ▪ Manage the setup and delivery of welcome and celebration events for apprentices, including booking resources, drafting comms, and managing advertising processes. | 95% |

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| | <ul style="list-style-type: none"> ▪ Support the operational delivery of on-site apprentice courses to include clinical skills sessions, managing registers and QR registration processes. ▪ Book facilities, meeting rooms, clinical skills spaces, and refreshments; support booking and registration processes; support the operational delivery of on-site apprenticeship courses and assessments. ▪ Be the point of contact for internal and external stakeholders for apprenticeship administrative and funding enquiries. ▪ Prepare data reports for School and University Boards to show absence, withdrawal, and break in learning activity. ▪ Lead on the development and maintenance of apprenticeship CPD, working collaboratively with colleagues in marketing and web teams. Ensure CPD information is accurately added to webpages and that out-of-date information is archived. ▪ Liaise with NHS services to ensure commissioned places are advertised and used appropriately. ▪ When necessary, troubleshoot apprentice admission and funding issues. | |
| 2 | <p>Attend training</p> <ul style="list-style-type: none"> ▪ Attend training sessions relevant to role in order to improve practice in relation to duties, as well as those relevant to career development. | 5% |

Person specification

| | Essential | Desirable |
|--|---|---|
| Skills | <ul style="list-style-type: none"> ▪ Excellent written and verbal communication skills, and interpersonal skills ▪ Excellent Microsoft Teams, Word and Excel skills ▪ Ability to use own initiative ▪ Ability to be empathetic and show awareness, understanding and sensitivity to others' concerns ▪ Competent in routine processes and systems to support activities ▪ Strong organisational skills and the ability to manage and prioritise tasks ▪ Project management skills ▪ Event management skills | <ul style="list-style-type: none"> ▪ Agresso and financial reporting skills |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Experience of independently assessing and responding to non-routine work/situations ▪ Experience of working as part of a team ▪ Experience in an administrative role ▪ Experience of creating, managing and manipulating spreadsheets in Microsoft Excel ▪ Experience of supporting the development of new curriculum or training courses ▪ Experience of managing admissions or onboarding processes | <ul style="list-style-type: none"> ▪ Recent experience of online working using MS Teams ▪ Experience of working with NHS partners ▪ Experience of supporting the delivery of training in healthcare settings ▪ Experience of working in multidisciplinary teams ▪ Recent experience of supporting the delivery of apprenticeship programmes ▪ Knowledge of ESFA funding processes |
| Qualifications, certification and training (relevant to role) | <ul style="list-style-type: none"> ▪ Evidence of educational competence, e.g., GCSE Maths and English at Grade C or above, or vocational qualifications (NVQ 2-3) or equivalent ▪ Willing to undertake relevant training as required | <ul style="list-style-type: none"> ▪ Higher level qualifications in relevant subjects |
| Statutory, legal or special requirements | <ul style="list-style-type: none"> ▪ A commitment to delivering a high-quality professional service to students, staff and funders | <ul style="list-style-type: none"> ▪ Awareness of University procedures and relevant legislation |



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



