

DN COLLEGES GROUP

Ambition	To achieve the highest standards
Support	A caring, safe and inclusive environment
Partnership	Collaborative working to achieve shared goals
Innovation	We use our initiative and are agile in finding creative solutions
Responsibility	We take individual and collective responsibility
Equality	We work with integrity and are open, honest and respectful of each other

Job Title: Apprenticeship Support Officer

Salary: £22,233- £23,586 per annum – Grade 2

Curriculum Area/Department: Business Development

Responsible To: Business Development Administration Co-Ordinator

Job Purpose:

Working as part of the Business Development team, the post holder will be responsible for creating a pool of potential job ready applicants to fill the many apprenticeship vacancies across DN Colleges Group. The role will involve pre-screening applicants for vacancies, upskilling potential applicants as a group and on a one-to-one basis, conducting employability and work readiness workshops. The main focus will be supporting applicants with the tools required to have the best opportunity to secure an apprenticeship with an employer.

This role will also liaise with schools, attend careers events, and seek other opportunities to engage with potential apprentices. The role encompasses building sound relationships with applicants and employers and other stakeholders, developing a greater understanding of the skills required for each apprenticeship standard so the best applicants can be sourced, and helping ensure vacancies are filled in a timely manner.

Internal Contacts:

Business Development Team
Workforce development team
Apprenticeship delivery teams
Functional skills tutors
Careers Team
Curriculum area management
Health & safety manager
Business support teams

External Contacts:

Chambers of Commerce
Jobcentre Plus
Councils including advance and care leavers team
Employers
Schools including alternative provision

Major Tasks

- To support the sourcing of applicants for apprenticeship vacancies through engagement with internal departments and external sources including the promotion of apprenticeships across the DN Colleges group
- To support individuals in the application process for apprenticeship vacancies
- To develop a pool of applicants prepared for apprenticeship vacancies
- Dealing with queries, complaints and enquiries regarding apprenticeships

Key Activities

To support the sourcing of applicants for apprenticeship vacancies through engagement with internal departments and external sources

- To work as part of the business development team coordinating and carrying out marketing activities
- To attend and present at careers fairs. To visit job centres, school, and other external sites to promote apprenticeships and attract applicants
- To be prepared to attend College open evenings, apprenticeship events and other events during and out of normal working hours.
- To use a range of marketing techniques to engage with new applicants
- To provide appropriate pre apprenticeship guidance to support individuals through to successful job offer.
- To use agreed documentation and IT systems including Proengage for customer relationship management.
- To liaise with internal curriculum departments and the careers team to promote apprenticeship opportunities and target student engagement and applications for apprenticeship opportunities
- To develop referrals through existing contacts and business networks
- To promote the National Apprenticeship week
- Offer a drop in session to potential apprentices

To support individuals in the application process for apprenticeship vacancies

- To follow up enquiries and applications within 48 hours
- To plan, deliver and facilitate apprenticeship application support sessions every month, helping prepare applicants for seeking apprenticeship opportunities, completing apprenticeship applications, assisting with application submissions, and interview preparation
- To pre-screen potential applications before sending them to employers, this may include individual conversations with applicants, mock interviews and providing pre-interview information
- To use the National Apprenticeship Service and other websites to support individuals in their application process
- To support the business development team in recruitment activities for employers including assessment activities

To develop a pool of applicants prepared for apprenticeship vacancies

- To ensure that applicants are tracked, feedback from employer applications shared with individuals, and support provided to improve their applications where required
- To deliver employability training session (not qualifications). This includes group and 121 delivery, 121 support, with programmes focused on job role applications, interview skills and preparing for employment.
- To develop a pool of candidates suitable for specific apprenticeship types and levels
- To 'keep warm' individuals who are interested in apprenticeships ensuring we keep in regular contact and offer opportunities to engage with the College
- Complete interviews and ensure appropriate sifting for employer recruitment.
- To track the individuals' journey with the College, from enquiry through to employment
- To develop individual profiles of candidates for business development officers to use and promote to employers
- To act as a facilitator, undertaking the duties associated with that position including direct delivery, learner interviews and enrolment, marketing and public relations associated with provision.
- To deal with employer vacancies and support the process with supporting and attracting individuals to apply

Other Duties include:

- Although most work is within the local region, to be prepared to be flexible to travel, including overnight stays and work within a 24/7, 365 days per year operation to meet the needs of employers and learners.
- To ensure all clients are responded to quickly efficiently and appropriately within 48 hours
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.

- To undertake all necessary administrative tasks associated with attendance, record keeping and reporting.

Professional Development

To update regularly in your specialist area and to participate in staff development activities including sharing good practice as required and submitting timely CPD records.

To actively participate in any scheme of regular performance review and appraisal adopted by DNCG.

Additional Duties

Work with managers and employees to support the developing high performing culture of the learning organisation and facilitate cultural change.

Commit and adhere to the organisational **Equality, Diversity and Inclusion, Health and Safety, Safeguarding** and other policies, processes, values and objectives.

Undertake other tasks, as directed, to meet the needs of the College that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Note: The duties and responsibilities set out in this job description may be reviewed to meet changing circumstances. The post holder will be consulted in such circumstances.

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JOB TITLE: Apoprenticeship Support Officer				POST NO:	RESPONSIBLE TO	Business Development Administration Co-Ordinator	
SPECIFIC ATTRIBUTES		No	ESSENTIAL CRITERIA	HOW MEASURED	No	DESIRABLE CRITERIA	HOW MEASURED
A	Education and Qualifications	1	Level 4 Information Advice and Guidance	Application Form	2 3	5 GCSEs including English and Maths	Application Form
B	Work Experience	1 2 3	Experience of matching skills to applicants Experience in an educational setting Employability skills training	Application Form / Interview	4 5 6 7	Apprenticeships Business development Experience of working with the unemployed – all age groups Experience of working with NEET's	Application Form / Interview
C	Specific Skills, Aptitudes and Knowledge	1 2 3 4 5	Significant experience in customer service including direct customer contact and query resolution experience Excellent problem analysis and solving skills Excellent communication skills, both written and verbal Self-confident with high level of personal impact Good organisational and administrative skills	Application Form / Interview	1	Differentiate between learners and present accordingly	Application Form / Interview

D	Personal Qualities	1	Ability to remain calm, tolerant, and professional in a stressful and demanding environment	Interview / Application Form			
		2	Ability to deal effectively with disappointed applicants				
		3	Excellent communication skills including listening and questioning				
		4	Self-confidence				
		5	Self-motivated				
		6	Team player				
		7	Willing to learn				
		8	Able to maintain confidentiality				
E	Other related experience	1	Full Driving licence and transport required	Interview / Application Form	2		Application Form/ Interview
MANAGER COMPLETING PERSON SPECIFICATION:				Lisa Lander			DATE: 09/09/2024

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SUMMARY OF TERMS AND CONDITIONS (INCLUDING REMUNERATION)

Perm/Temp	Perm
Grade and Salary	£22330 - £23586 per annum – Grade 2 plus bonus
Hours	36.5 per week
Part-time working	Optime Support Ltd is prepared to consider applications for a fraction of the hours advertised. Most posts are suitable for job share, joint applications are welcome. However, applicants who want part-time work but have no job share partner are encouraged to apply as Optime Support Ltd can usually make adjustments to accommodate different working arrangements.
Flexible working	Employees are expected to be flexible, hours of work can be subject to averaging. DNCG sites are open during the evening and at weekends to a limited extent. The specific details applicable to this post will be discussed at interview.
Annual Holiday	30 bookable days Plus 8 public holidays Plus two weeks at Christmas
Level of Disclosure for this post	Enhanced.
Costs incurred as a result of employment	All reasonable costs incurred as a result of carrying out the responsibilities of the post (additional travel, subsistence etc.) are reimbursed provided that approval, was obtained in advance. Claims (supported by receipts) are submitted on a monthly basis (more often if appropriate) for processing.
Smoking	The College has designated smoking areas on site.
Uniform	Employees are expected to wear a uniform if one is provided.
Pension	Optime Support Ltd offers a group personal pension scheme.
Health Scheme	Employees of Optime Support Ltd may join the Health Scheme.
Union	Employees may join a Trade Union. The Group recognises Unison/UCU/NEU.