

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Learning and Development Administrator (Career Progression and Apprenticeship)
Band:	4
Base:	Royal Surrey County Hospital – Education Centre
Department / Portfolio:	Human Resources / Learning & Development
Reports to:	Career Progression and Apprenticeship Lead
Accountable for:	N/A to this role

2. JOB PURPOSE

To provide a high quality career progression and apprenticeship administration service that supports the service to deliver a sustainable and successful apprenticeship programme that offers high quality employment opportunities, delivers high quality patient care and supports local people into fulfilling and rewarding careers.

2.1 JOB SUMMARY

With minimum supervision and delegated authority from the Career Progression and Apprenticeship Lead, the post-holder will manage the administrative processes for the service, acting as the first point of contact for enquiries and will provide basic career advice on how individuals can 'get ready', 'get in' and 'go further' in their NHS careers.

Key aspects of the role include: answering general enquiries in person, over the telephone or via shared inbox, providing information, advice and guidance on the full range of development opportunities, overseeing functional skills and apprenticeship applications, managing room bookings, supporting trainers with virtual and on-site delivery, setting up and maintaining databases, producing resources and reports, presenting information, supporting external recruitment events and career fairs and overseeing the deployment of career ambassadors.



2.2 JOB RESPONSIBILITIES

1. Provide guidance on apprenticeship opportunities and potential routes into NHS careers
2. Proactively communicate the benefits of apprenticeships to ensure the value is recognised by young people, job seekers and those looking to progress their careers
3. Support candidate eligibility checks and provide advice and guidance on meeting funding requirements
4. Manage applications and oversee the end-to-end recruitment, selection and on boarding processes
5. Guide managers through the design and implementation stages of apprenticeship development
6. Contribute to the development of widening participation strategies and monitor access to apprenticeships to ensure inclusivity
7. Conduct surveys and audits to ensure quality standards are maintained, areas for improvement are identified and action plans are implemented
8. Maintain the Digital Apprenticeship Service account, ESR, ILR and internal databases, ensuring training and expenditure is recorded accurately
9. Maintain strong relationships with partnerships organisations and support the creation and delivery of an annual programme of opportunities
10. Support content creation for the internal webpages and ensure information is kept up to date
11. Continuously review Standard Operating Procedures for the role and share as appropriate



3. MAIN DUTIES

Careers

- Respond to career guidance requests from internal staff and external individuals.
- Provide up to date information on roles, pre-requisites and career pathways.
- Record details of enquirer, type of query, guidance given and possible outcome.
- Respond to requests received from schools to attend events related to healthcare careers.
- Disseminate to NHS Career Ambassadors to gain support.
- Prepare resources ready for staff to attend careers events, including publicity materials, display boards and carriers, general crib notes which will include pre-requisites for qualifications and information on roles available within the NHS and career opportunities within the Trust.
- As necessary, personally attend and advise at careers events, workshops, and training sessions to promote working in the NHS.
- Maintain records of career activities to include, school/college name, approximate number of students, main enquiries, length of time spent on the career visit.
- Check resources back in and top up with general resources ready for next visit.
- Maintain level of resources, anticipating busier times in the school/college calendars.
- Work with the Career Progression and Apprenticeship Lead to plan and manage the annual career's events in the hospital, ensuring their smooth running.
- Booking rooms, liaising with attendees and communicate with a range of stakeholders to promote the event.
- Check that the information for the career ambassadors on the internal Roogle and external Trust website is up to date and accurate.
- Provide administrative support for the Career Progression and Apprenticeship Lead in this area.

Literacy and Numeracy

- Respond to training requests from internal staff and provide advice and guidance on literacy and numeracy training options.
- Record details of enquirer, type of query, guidance given and possible outcome.
- Provide advice to overseas staff regarding checking their qualifications against UK equivalent and signpost accordingly to UK NARIC/ENIC.
- Confirm receipt of all internal application forms and log on the appropriate database.
- Scan all paper forms and store electronically, checking quality of the scan before discarding original in confidential waste.
- Inform individual of the next steps in the process and keep them informed.
- Forward learner details to the training provider where applicable.
- Liaise with the training provider in relation to dates of classes and exams and coordinate the booking of rooms.
- Attend monthly progress review meetings with providers, update records and notify Career Progression and Apprenticeship Lead of any concerns or discrepancies.
- Keep information on the internal Roogle and external Trust website up to date and accurate.
- Provide up to date marketing materials and publicise offers in collaboration with the communications team.
- Provide administrative support for the Career Progression and Apprenticeship Lead in this area.



Apprenticeships

- Respond to individual queries regarding apprenticeships from internal staff and external individuals.
- Record details of enquirer, type of query, guidance given and possible outcome on the expression of interest database.
- Provide up to date information on apprenticeship training and provide advice and guidance as appropriate.
- Check that potential candidates meet the funding eligibility requirements.
- Provide individuals with an explanation of the need to hold these qualifications and give information on training options available if English and math's qualifications cannot be evidenced.
- Provide advice to overseas staff regarding checking their qualifications against UK equivalent and signpost accordingly to UK NARIC/ENIC.
- Check that all information on internal Roople and external Trust website is up to date.
- Provide publicity materials to the communications department to promote the service.
- Liaise with training providers regarding dates and room bookings (booking rooms at least six months ahead).
- Confirm receipt of all internal application forms and log on the appropriate database.
- Scan all paper forms and original certificates and store electronically, checking quality of the scan before discarding original in confidential waste.
- Oversee the completion of apprenticeship agreements and completion statements for all new apprentices, ensuring these are signed by all parties ahead of the first day of the programme, circulated to all parties and stored electronically in line with Education and Skills Funding Agency (ESFA) guidelines.
- Input all new apprentice details onto the Digital Apprenticeship Service (DAS) making sure that the correct name, date of birth, email address, provider UKPRN, apprenticeship standard and total payment are provided.
- Once complete, forward to the provider to check and approve.
- Add all apprentice details to ESR according to the requirements of the data fields and update when apprentice stops or completes.
- Maintain learner databases.
- Arrange quarterly tripartite meetings with providers, Career Progression and Apprenticeship Lead and apprentice's line manager, as required by the ESFA.
- Run monthly reports from DAS, checking payments are correct.
- Prepare for annual events (making note of dates as they are published) and publicise widely as directed by the Career Progression and Apprenticeship Lead. Examples include Learning at Work Week (LWW) and National Apprenticeship Week (NAW).
- Set up ad-hoc study days for staff e.g. dyslexia awareness training and publicise widely, taking bookings, and collating evaluations.
- Provide support for the pre-employment programmes, booking rooms and completing any administrative work required.
- Help to expand apprenticeship provision across the Trust, raising the profile and promotion of apprenticeships.
- Assist in identifying new vacancies and persuade Trust managers to recruit an apprentice.
- Provide pastoral support to newly recruited apprentices throughout the duration of their apprenticeship.
- Prepare reports to support the evaluation of apprenticeship provision in terms of completion rates, retention and progression.
- Provide administrative support for the Career Progression and Apprenticeship Lead in this area.

Key performance indicators (KPIs) – these are specific to Career Progression and Apprenticeship administrator

- To reply to and deal with all enquiries received in the apprentice inbox within **3 working days**.
- To ensure the apprenticeship inbox is 'nil' by the close of each day and certainly by close of play **Friday each week**.
- To ensure apprenticeship inbox is fully actioned and up-to-date **daily**.
- Any career request must be actioned with **24 hours of receipt or if received during the weekend, the next working day**.
- All career event resources ready **at least 24 hours prior to the event** for the career ambassadors to pick up.
- All internal functional skills application forms scanned, logged into database, candidate notified of receipt and any further actions and learner details forwarded to training provider **within 24 hours of receipt or if weekend the next working day**.
- All internal apprenticeship application forms scanned, logged into the database, candidate notified of receipt and any further actions and form forwarded to training provider (if appropriate) **within 24 hours of receipt or if weekend the next working day** (if a cohort application, wait for all forms to come in before forwarding to training provider).
- All apprenticeship agreements and commitment statements ready and signed by apprentice, employer and training provider on **the first day of the apprenticeship**.
- All apprentice details added onto DAS before the start of the apprenticeship.
- DAS report pulled off the system during the **final week of every month**.
- All information related to career progression and apprenticeships on internal Roogoo and external Trust websites **checked bi-monthly**.
- All course noticeboards must be updated at all times **(monthly)**
- **Must keep office/desk tidy at all times (daily) clear desk policy, responsible for data protection and information governance**
- Must be up-to-date with mandatory training courses **(at all times)**

The KPIs have been set up as a vehicle to measure the effectiveness of the Career Progression and Apprenticeship function.



4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Trust board Directors, Heads of Department and senior managers and line managers Medical Education Teams Non-Medical Education Teams Practice Development Teams Individual staff Trainees	External Training Providers Surrey Heartlands Integrated Care System Schools, colleges and universities Students External individuals Health Education England Salisbury Managed Procurement Services NHS South East Leadership Academy Education and Skills Funding Agency Ofsted Department for Education

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:

Head of Learning & Organisational Development



Career Progression & Apprenticeship Lead



Post holder

6. OTHER RESPONSIBILITIES

Management

To be responsible for the self- development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post.

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.



Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work; and
 - To co-operate in meeting the requirements of the law.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.



**WORLD CLASS CARE
FOR OUR COMMUNITY**

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Learning and Development Administrator (Career Progression and Apprenticeship)

BAND: 4

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
<i>Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes</i>	√		A/I
<i>Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care</i>	√		A/I
<i>Value diversity and difference, operates with integrity and openness</i>	√		A/I
<i>Treating others with compassion, empathy and respect</i>	√		A/I
<i>Share information openly and effectively with patients, staff and relatives</i>	√		A/I
<i>Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others</i>	√		A/I
<i>Uses evidence to make improvements, increase efficiencies and seeks out innovation</i>	√		A/I
<i>Actively develops themselves and others</i>	√		A/I
Qualifications			
<i>Educated to diploma level OR equivalent level of experience of working in an administrative role</i>	√		A/C
<i>Level 3 Business Administration qualification</i>		√	A/C
<i>Evidence of approved Level 2 English Language and math's qualifications e.g. GCSE A*-C (9-4), Level 2 Functional Skills or UK ENIC Statement of Comparability for overseas qualifications</i>	√		A/C



Knowledge and Experience			
Experience of working in a customer facing role	√		A/I
Experience of coordinating and facilitating meetings and events	√		A/I
Experience of making clear, logical, persuasive and considered arguments to a variety of audiences	√		A/I
Thorough working knowledge of Microsoft Office packages, including Outlook, Word, Excel, PowerPoint, Teams	√		A/T
Experience of providing training to groups of staff		√	A/I
Knowledge and understanding of current apprenticeship standards and different types of qualifications		√	A/I
Working knowledge of using Learning Management Systems and NHS Electronic Staff Record (ESR)		√	A/I
Skills and Capabilities			
Able to engage with a wide range of stakeholders from ward to board and with young people in education	√		A/I
Capable of constructing and delivering clear and concise information	√		A/I
Excellent time management skills with the ability to plan over the short, medium and long term and respond to sudden unexpected demands	√		A/I
Able to work on own initiative, problem-solve and organise own workload with minimal supervision	√		A/I
Basic knowledge of project management skills e.g. planning, implementing, reporting and evaluating	√		A/I
Able to coordinate an annual plan of courses, events and processes within an environment where there may be competing priorities	√		A/I
Able to effectively manage sensitive and confidential information	√		A/I
Able to work independently and as part of a team	√		A/I
Able to effectively negotiate on difficult and controversial issues		√	A/I
Personal Attributes			
Proficient communicator with strong interpersonal skills	√		A/I
Adaptable, flexible and able to cope with uncertainty	√		A/I
Highly organised with an eye for detail	√		A/I
Professional, calm and efficient manner	√		A/I
A proactive self-starter with the ability to influence, network and inspire others	√		A/I