

Apprenticeship Administrator

Grade 05

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone can prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

Ambitious – We are ambitious for our communities and citizens
Courageous We recognise our challenges and are prepared to make courageous decisions

Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Talent and Resourcing, Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses

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on how we will develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

Reporting Relationships

Responsible to: Senior Apprenticeship Advisor

About the Role

This role will be responsible for the administration and coordination of our apprenticeship programmes, ensuring a seamless process for both apprentices and Staffordshire County Council. This role is proactive, detail oriented and pivotal in supporting the development of future talent within our organisation.

Key Accountabilities:

- Coordinate the end-to-end process of apprenticeship programmes, including recruitment, onboarding, and ongoing support.
- Ensure all apprenticeship documentation is accurately entered, maintained and compliant with UK apprenticeship standards and regulations on the Digital Apprenticeship Service System (DAS).
- Administer telephone and email correspondence to team inboxes, liaising with stakeholders, managers and colleagues to ensure that enquiries are actioned efficiently and effectively.
- As the first point of contact for apprentices, line managers, and training providers, facilitate clear and effective communication.
- Monitor the progress of apprentices, preparing reports and providing updates to relevant stakeholders, through the DAS.
- Providing accurate and timely management information from the data management systems, to enable the service area to manage workforce intelligence and reporting
- Provide guidance and support to apprentices throughout their programme, addressing any issues or concerns promptly.
- Provide support with the day-to-day financial transactions (e.g raising purchase orders) in accordance with financial regulations.
- Assist in the organisation of apprenticeship events, workshops, and training sessions by undertaking event planning and the first point of contact for the provision of information.
- Contribute to the effectiveness of the wider Talent and Resourcing team by providing administrative support and assistance.
- Be an ambassador and advocate who champions the growth and success of apprenticeship initiatives within the council.

Other Information

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The post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally and regionally.

Service Accountabilities:

- Coach and influence key stakeholders across the organisation to build trust, cohesion and to consider the ethical impact of their decisions in the short, medium, and long term.
- Role model and promote ethical leadership, professional principles, and values across the service and wider organisation.
- Visibly role model your own professional development and promote a learning culture. Ensure continuing, personal, and professional development, taking ownership and accountability for staying up-to-date and professionally registered with the CIPD.
- Champion the People Service and Strategy, driving discipline to support the People Services Operating Model including feedback and continuous improvement.
- Develop strong and effective working relationships with colleagues from across People services, sharing knowledge and information to ensure the delivery of an excellent service to our customers.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding







Commitment to safeguarding and promoting the welfare of vulnerable groups. The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> Educated to GCSE level including English & Mathematics (or equivalent qualification) or equivalent experience working in an administrative role. 	A
  	Knowledge and Experience <ul style="list-style-type: none"> Experience of providing effective and efficient administrative support An awareness of the apprenticeship frameworks, standards, and the regulatory environment in the UK Experience of working in a service-oriented, busy customer-facing department. Significant experience in using IT and Digital Systems Experience of working constructively with others, building effective working relationships Experience of multi tasking and meeting deadlines 	A/I A/I A/I A/I A/I A/I
 	Skills <ul style="list-style-type: none"> Effective organisational and multitasking abilities. Effective communication and interpersonal skills. Numerical Skills Attention to detail and a high level of accuracy. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint). Ability to work independently and as part of a team. Proactive and self-motivated. 	A/I A/I A/I A/I A/I A/I A/I

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	<ul style="list-style-type: none"> • Empathetic and supportive, with a genuine interest in helping others succeed. • Flexible and adaptable to changing priorities. • Commitment to providing customer focused solutions 	A/I A/I A/I
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the
Talent & Resourcing Team 01785 278300