

**JOB TITLE:**  Functional Skills Administration Officer

**DEPARTMENT:** Apprenticeship Quality

**LOCATION:** Remote

**DAYS/HOURS WORKED:** Full time/ Permanent.

**REPORTING LINES:** Head of Functional Skills

**Job Purpose:**

The jobs’ purpose is to support apprentices across all schools to engage and complete Functional Skills maths and/or English qualifications within 6-9 months.

**Key Responsibilities**

* Craft personalised reminders to consistently prompt learners monthly, encouraging completion of the BKSB diagnostic assessment, engagement with their learner plans, and addressing any areas of insufficient progress.
* Acknowledge and celebrate the achievements of learners who meet expected progress milestones, collaborating with the exams team to efficiently schedule mock and formal exams as well as speaking & listening assessments in alignment with their journey.
* Foster close collaboration with key employers, ensuring that cohorts of learners maintain steady progress towards completing their Functional Skills qualifications within the designated 6–9-month timeframe.
* Deliver exceptional customer service by providing comprehensive support and expert advice to learners at every stage of their Functional Skills journey, ensuring their needs are met effectively.
* Support in booking and reviewing prep work for the Speaking & Listening assessments.
* Support in marking and providing feedback for mock exams.
* Uphold academic standards and safeguarding protocols by consistently providing appropriate support to students in accordance with relevant BPP policies and procedures.
* Maintain accurate and up-to-date records of both systems and learner progress on the Functional Skills tracker and learner folders, ensuring data integrity and accessibility.
* Monitor the Functional Skills inbox diligently, promptly addressing all enquiries and requests with appropriate action and attention to detail.
* Produce monthly reports for the schools to outline learner progress and areas for development.
* Meet with the schools monthly to discuss learner progress, areas of strength and areas for development.

**Knowledge, experience and skills required:**

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| **Descriptor** | **Essential** | **Desirable** |
| Professional qualification or experience | **x** |  |
| Experience working within a Functional Skills department |  | **x** |
| Experience of project work and task management | **x** |  |
| High personal standards of accuracy and attention to detail | **x** |  |
| Ability to set realistic targets for others | **x** |  |
| Ability to motivate, develop, challenge, and inspire people | **x** |  |
| Excellent communication skills  | **x** |  |
| Inbox management and coordination |  | **x** |
| Ability to work well as part of a team | **x** |  |
| Strong skills in organisation, coordination, planning and prioritisation. | **x** |  |
| Able to deal with difficult and challenging conversations with learners and employers  | **x** |  |
| Embodies BPP Values, Everybody Matters, Trust and Respect, Stronger Together, Embrace Change, Student, Learner and Client Centric | **x** |  |
| Experience of using programmes such as BKSB and Walled Garden |  | **x** |
| Experience of record-keeping |  | **x** |
| Experience using Microsoft Excel | **x** |  |