

**BPP Job Description**

**Job Title** Apprenticeship Funding Team Leader

**Department** Apprenticeship Operations

**Location** Manchester St James

**Additional details** Hybrid – 2 days per week in Manchester Office

**Contract type** Full time and permanent

**Hours of work** 37.5 hours per week

**Reporting lines** Apprenticeship Funding Manager

**Job Purpose**

Funding Team Leader will be responsible for direct line management for members of the Apprenticeship Operations Funding Team to ensure SLA, deadlines and objectives are met across individual and team level.

Support the Apprenticeship Funding Manager in managing the Apprenticeship Funding Team and providing support and assistance where required, particularly during periods of absence.

The Funding Team Leader will be responsible for ensuring learners are inputted into the funding systems in a timely manner, this will include PICS and Digital Apprenticeship Service (DAS).

Responsible for ensuring the ESFA funding rules are adhered to through the funding process by audit checking all documentation completed for learners that wish to enrol with BPP.

Responsible for the end-to-end accurate processing of new apprenticeship starts from; managing the apprenticeship completion process, accurate data entry of breaks and leavers and any amendments/changes to funding information within the PICS system to reporting requests received into PICS mailbox.

**Key Responsibilities**

* Checking and confirming eligibility of key client and public apprentices and auditing sign-up packs before inputting data to PICS
* Supporting Apprenticeship Funding Manager on month end upload process to ensure timely and accurate transition of funded data to ESFA
  + Completion of ESFA Funding calculator
  + Data export
  + Review and annotating of ESFA Data Quality reports
* Management of Leaver non-Achiever process – audit & compliance check of learner folder and leaver non achiever form for evidence of last date in learning, processing of leaver non achiever details on PICS, collating and recording leaver non achiever reason codes to provide accurate reporting to programme managers
* Management of break in learning process – audit & compliance check of learner folder and break in learning form for evidence of last date in learning, processing of break in learning details on PICS
* Producing PICS reporting as answering all queries received into PICs mailbox
* Management of Apprenticeship funding mailbox
* Processing funding data through the funding team - data entry of apprenticeship starts following quality control checks, apprentice ULN, new employer set ups, assessor changes, breaks in learning and leaver non-achievers
* Management of the apprenticeship completion process to ensure all data has been fully audited and compliant
* Liaising with clients to rectify complex discrepancies on the Apprenticeship Service portal for funding
* Tracking performance and providing feedback using performance indicators for timely SLAs on the Apprenticeship Service portal and report to Apprenticeship Funding Manager
* Assisting with the day-to-day administration of the Apprenticeship Service
* Assisting with the production of reports for non-BPP stakeholders for accurate payments of invoices
* Providing first line of contact via emails, telephone calls
* Working with wider business on ad hoc project work
* Acting as back up for Apprenticeship Funding Manager in team management, ensuring all HR processes and procedures are adhered to

**Skills, experience & qualifications required - Essential**

* Excellent time management and organisational skills
* Excellent communication with a positive telephone manner and the ability to build rapport and maintain empathy with internal and external clients
* Ability to effectively manage client and internal stakeholder relationships, promptly responding to queries, ensuring expectations are managed
* Ability to create and maintain accurate/accessible and organised documentation
* Ability to use email, internet applications, MS Windows operating system, including Excel and tracking tools to support this role
* Ability to apply numerical skills to analyse data, interpretation of facts and figures presented in the form of statistical tables and diagrams, thinking critically and checking for errors or variance from targets
* Must be comfortable working within defined Key Performance Indicators and Service Levels
* Passionate about client service with a positive approach to dealing with people
* Proactive, highly motivated and adaptable to change, as the company and industry in which they are based is very fast paced and competitive

*BPP actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates.  BPP will select candidates for interview based on their skills, qualifications and experience. Please note that for those posts that are exempt from the Rehabilitation of Offenders Act 1974, the successful candidate will be required to undertake a DBS check in addition to BPP undertaking any necessary online searches. This is deemed appropriate and necessary from a safeguarding perspective, and in line with BPP’s safer recruitment practices.*