

**BPP Job Description**

**Job Title** Apprenticeship Operations Executive

**Department** Apprenticeship Operations

**Location** Manchester St James

**Additional details** Hybrid Working

**Contract type** Full time and permanent

**Hours of work** 37.5 per week

Reporting lines Apprenticeship Operations Manager

**Job Purpose**

To work within the Professional Apprenticeship Operations Team. Assist learners through the onboarding process by ensuring that the learners are signed up with the correct compliance documents and that those documents are inputted into the funding systems in a timely manner.

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

**Key Responsibilities**

Onboarding

* Working by cohort (public or client) to manage your learners through the process
* Checking and confirming eligibility of key client and public apprentices and auditing sign-up packs before inputting data to PICS
* Assisting learners and clients throughout the process from initial application to starting on live program
* Having a call with every learner (and Line Managers also) sharing the outcome and arranging for sign off following the call from the Line Manager
* Ensure folders are saved into the respective locations and compliance checks are completed
* Daily monitoring of apprenticeship applications, replying to any queries and vetting exam/course booking forms before delegating to relevant team
* Managing all admin relating to onboarding of new starters such as updating paperwork following amends and getting signatures (tracking and chasing), and/or arranging paperwork where a learner changes employer mid-way through their apprenticeship and updating all relevant teams

**General**

* Providing first line support / contact for all learners / line managers via email, telephone and any other contact points
* Management of incoming enquiries via group mailboxes and actioning within agreed SLAs
* Running reports and providing datasets where applicable to teams / individuals in a GDPR compliant manner
* Assisting with the day-to-day business tasks as required
* Ad hoc reporting / requests as required

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

* Excellent communication with a positive telephone manner and the ability to build rapport and maintain empathy with students and clients
* Ability to effectively manage client and internal stakeholder relationships, promptly responding to queries, ensuring expectations are managed
* Excellent organisational and time management skills
* 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
* 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

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

* 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 with defined KPI’s (Key Performance Indicators) and SLA’s (Service Level Agreements)

**Pre-employment Checks**

* DBS Check

*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.*