

# Job Description

<b>Position:</b>	Degree Apprentice Administrator and Outreach Practitioner for Foundation Programmes and EHEAP
<b>School/Service:</b>	Foundation Programmes within Education
<b>Reference:</b>	EDU- 0161-26
<b>Grade:</b>	Grade 3 moving to Grade 4 (Subject to satisfactory performance in the role and completion of studies)
<b>Status:</b>	Fixed Term (4 years)
<b>Hours:</b>	36.25 hours per week
<b>Reports to:</b>	Head of School

## Apprenticeship:

Becoming a Degree Apprentice at the University of Greater Manchester is an excellent opportunity to gain practical experience and training in an educational establishment.

As a Degree Apprentice you will be given the opportunity to learn 'on the job', working alongside and being mentored by experienced colleagues to achieve a Chartered Manager Degree Apprenticeship in Business.

## Main Function of the Position:

As a member of the Foundation Programmes Team, facilitate and over time lead on outreach activity across a range of stakeholders including (but not limited to): local authorities, charities, voluntary organisations, colleges, schools, places of worship, youth service provisions, and local community venues.

To work with potential learners in key focus groups who are less likely to enter HE due to barriers associated with access, the University Outreach Practitioner will work with stakeholders and agencies that strengthen partnerships and bridge these barriers and form greater links with agencies such as the Greater Manchester Combined Authority GMCA and the National Network for the Education of Care Leavers (NNECL), regional colleges and youth provision, to provide enhanced information about entry to HE and foundation programmes.

The Outreach Practitioner will be required to work independently facilitating the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work and helping our students on the course and to progress onto further study at UoGM.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

Due to the nature of this role, a driving licence would be beneficial to the successful post holder.

## Principal Duties and Responsibilities:

1. Working knowledge of the higher education sector and its functions, structures, and key features, regionally, nationally, and internationally.
2. To undertake the tasks associated with Foundation Programmes administration processes, including writing letters and emails, organisation of files and records, collecting and analysing data, using electronic systems including MS office (or equivalent) and other IT systems.

3. To facilitate and complete outreach activities locally and regionally, to raise the profile of entry to HE and foundation programmes at the University of Greater Manchester.
4. To identify key stakeholder learner groups: care experienced, care leavers, carers, and learners from disadvantaged backgrounds, and to initiate engagement with entry to HE and foundation programmes at the university.
5. Lead and manage outreach activities ensuring appropriate levels of support are available to facilitate learners progressing on to entry to HE programmes.
6. Work with care leaver and carer agencies to identify suitable learners and support transitions to HE
7. Enhance FE college and Sixth form college transitions through targeted outreach work.
8. Support students to progress onto further study at UoGM.
9. Be committed to widening participation locally and regionally.
10. To undertake tasks associated with administration processes and procedures including maintaining and processing accurate outreach activity reports to the Head of Foundation Programmes.
11. To work as a member of the Foundation Team, enabling the delivery and activities and support the (Associate) Lecturer(s) and Head of Foundation Programmes as needed to ensure the best student outcomes and support.
12. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
13. To work with the Foundation Programmes Team to achieve and maintain customer service excellence, advising staff from within the team and across the University where appropriate.
14. To be actively involved in determining and advancing best practice, and liaising with academic and professional colleagues across the University, partners and the wider sector.
15. To work effectively within a dynamic environment and optimise individual and team effort.
16. Provide cover as appropriate in the absence of others.
17. To participate in university internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
18. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
19. To participate and engage in staff development activity.
20. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
21. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
22. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

The University of Bolton is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all its staff and volunteers to share this commitment

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

## Person Specification

<b>Position:</b> Apprentice Assistant Administrator – Quality Transformation Unit		<b>Reference:</b> EDU-0161-26	
<b>School/Service:</b> Quality Transformation Unit		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1 Qualifications</b>			
1 a)	GCSE in English and Mathematics – minimum grade 4/ C, or equivalent standard of education.	Priority 1	Application Form/Documentation
1 b)	Relevant Level 3 qualifications	Priority 2	Application Form/Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 2	Application Form/Documentation
1 d)	Commitment to completing the degree apprenticeship Charter Management (CMDA)	Priority 1	Application form/ interview
<b>2 Skills / Knowledge</b>			
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	Priority 1	Application Form/Interview Assessment
2 b)	Able to develop and operate systems for keeping clear and accurate records	Priority 2	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	Priority 2	Application Form/Interview
2 d)	Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/Interview
2 e)	Good organisational skills with the ability to multi task under pressure	Priority 1	Application Form/Interview
2 f)	Able to lead on the development and implementation of small projects	Priority 2	Application Form/Interview
<b>3 Experience</b>			
3 a)	Experience of dealing with people in a customer facing situation	Priority 2	Application Form/Interview
3 b)	Experience of working towards and/or maintaining Customer Service Excellence	Priority 2	Application Form/Interview
3 c)	Experience of using computerised record systems and online programmes as major administrative tools	Priority 2	Application Form/Interview
3 d)	Experience of academic programmes and the administration of such programmes	Priority 2	Application Form/Interview
3 e)	Experience of working to imposed deadlines and setting and monitoring and achieving for self	Priority 2	Application Form/Interview
3 f)	Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines	Priority 1	Application Form/Interview

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<b>Criteria</b>			
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	Priority 1	Interview
4 c)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different backgrounds	Priority 1	Interview
4 d)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 e)	Able to work in a fast-paced environment and embrace change	Priority 1	Interview
4 f)	Able to follow procedures and respond to instructions from senior colleagues	Priority 1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Available to undertake staff development, or attend events which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act, Health and Safety, Prevent and the Bribery Act	Priority 1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 e)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the service.	Priority 1	Interview

**Note:**

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.