Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15771</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Apprenticeship Programme Delivery Manager (Scotland)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Apprenticeship Programme Delivery Lead</td>
</tr>
<tr>
<td>Salary:</td>
<td>£40,000 - £45,000</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>OUW</td>
</tr>
<tr>
<td>Grade</td>
<td>OUW</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>The role will be based in The Open University in Scotland Drumsheugh Gardens, Edinburgh but you will be expected to travel to client sites across Scotland on a regular basis.</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon on 18 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Short application form, CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>One</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Diane Latimer, Resourcing Assistant</td>
</tr>
</tbody>
</table>
2. Summary of duties

The Open University in Scotland has ambitious plans to grow its Apprenticeship offer, delivering quality learning programmes and higher level skills to businesses. With the introduction of Graduate Apprenticeships (GAs) to the apprenticeships family in Scotland. The University has introduced a number of Graduate across various sectors. We are looking to recruit an experienced professional to drive growth and support the operational delivery during this exciting expansion.

By building strong, dynamic relationships with your accounts, the Apprenticeship Programme Delivery Manager (APDM) will understand the people and/or capability challenges that employers have. Your role will be (i) to grow their business by supporting and expanding opportunities for the development of apprenticeships to fulfil their employees’ potential, by appropriately positioning the University’s programmes, and (ii) to ensure that apprentices and employers recruited to each programme are appropriately qualified and/or prepared so as to maximise high retention and achievement levels on each Programme.

This is a customer facing role where you will be required to operate independently with senior level client stakeholders within mostly large and complex customer environments. You will be part of a wider team providing business development, administration and operational support to deliver apprenticeships, and working closely with others involved in stakeholder engagement with faculties.

You will be part of the Business Development Unit (BDU) within the Open University and will be based within the Open University in Scotland. Here, you will work with the External Engagement and Partnerships Directorate on a daily basis and liaise regularly with the central Apprenticeships Operations Delivery Team (AODT) in Milton Keynes.

Key responsibilities:

- Work closely and collaboratively with the Business Relationships Manager in Scotland to qualify potential employers\(^1\) who wish to recruit apprentices on to OU Apprenticeship programmes, through a variety of methodologies as part of the quality process. Where concerns are identified, work with the Business Relationships Manager and employer to resolve these issues. Where they cannot be resolved satisfactorily, work with the Business Relationships Manager in Scotland to escalate and resolve concerns as appropriate.

- Ensure all apprenticeship applications are taken through suitability and eligibility assessments to meet the requirements of the relevant apprenticeship standard. Where eligibility or suitability concerns exist, work closely with the employer and Faculty colleagues to resolve where possible. Signpost to alternative routes or lower level programmes where apprentices are not deemed suitable for enrolment. Keep the Business Relationships Manager in Scotland informed of all outcomes.

- Ensure all applicant documents and paperwork are processed in line with GA funding requirements; liaise with the AODT to facilitate compliance and reporting to the external funding body Skills Development Scotland (SDS) and draw-down of funding payments.

- Ensure all apprentices go through appropriate onboarding up to the point of handover to the Practice Tutor. Support the employer to maximize learner retention and achievement through apprentice line manager support and training. Communicate with relevant Practice Tutors at handover, making them aware of any pertinent issues relating to particular apprentices or employers.

- Act as apprenticeship programme delivery lead for employers in Scotland, establishing and maintaining strong relationships with employers through ongoing structured contact, including regular face to face and online communications. Maintain an up to date record of all APDM employer visits, accessible to Practice Tutor and other Faculty colleagues. Provide effective employer customer service and account management, liaising with BDU and other OU stakeholders and external organisations.

- Ensure accurate management information is provided to employers on a regular and ad hoc basis.

\(^1\) “Employers” may include any organisation an APDM is allocated to e.g. direct employers, partners, provider organisations for which we supply Apprenticeship Programmes.
Analyse this management information and, where appropriate and after Faculty and student support consultation, raise risks with employers. Ensure issues are fed through to the appropriate student support staff and resolved satisfactorily. Receive and act on concerns raised by Faculty and student support staff concerning employers or apprentices.

- Maintain strong Faculty links and an in-depth knowledge of OU Apprenticeship Programmes in Scotland ensuring that each Programme is accurately represented to employers.
- Keep up to date with rules and regulations related to Graduate Apprenticeship rules and regulations in Scotland and provide advice to Faculty and Student Support staff on these areas as required. Work closely with the AODT, particular the Apprenticeship Policy and Compliance Manager to inform potential changes to policy and practice.
- Create sustainable business relationships that fulfil and contribute to BDU’s financial and performance targets.
- Deliver briefing and training sessions, face to face and via webinar to apprentices, employers and other stakeholders as required.
- Work collaboratively with the Business Relationships Manager in Scotland to identify business growth opportunities and provide feedback as appropriate.
- Act as the Scottish lead on the development of GAs working with Skills Development Scotland, employers, trade and membership organisations, colleges and partners. Work internally with Faculty and BDU colleagues to help identify growth in apprenticeship opportunities in Scotland and support bids for future GAs. You will work with colleagues across the UK to ensure that the Scottish GAs operate consistently with apprenticeships being delivered in other nations.
- Participate in quality assurance or other audits of our apprenticeship delivery as required.
- Participate in projects involved in expanding the OU Apprenticeship product offer or improving the quality or efficiency of the OU operations as required.

3. Person specification

**Requirements (E = Essential/ D = Desirable)**

**Education, qualifications and training**

**Essential:**
- A degree in business, education or training (or equivalent experience) and extensive experience working in a similar role within an apprenticeship training provider
- Highly proficient in Microsoft Office software (in particular Word, Excel and Power Point).

**Desirable**
- Certificate in Education and Training

**Knowledge, work and other relevant experience**

**Essential:**
- Experience of working in a similar role within an apprenticeship training provider, HEI or working with an employer to recruit apprentices
- Experience of stakeholder engagement, influencing and negotiating skills
- Experience of working to KPIs and SLAs in a timely and achievement driven environment
• Experience of quality assurance, and Skills Development Scotland (SDS) quality procedures
• Understanding of a “beginning to end” work based learning training programme including; recruitment, induction, workshops and learner reviews etc.
• Understanding of the requirements of relevant government funded processes and paperwork, with particular appreciation of the need for accurate data collection
• Understanding of qualification frameworks
• Ability to demonstrate, have an understanding of, a commitment to, and awareness of the practical applications of: safeguarding, prevent, equality and diversity.
• Experience of working within a challenging, target driven work environment
• Understanding of additional learning/social needs and safeguarding policies
• Awareness of Health & Safety considerations for employers
• Experience of facilitating workshops with strong presentation skills
• Excellent time management skills
• A good knowledge of the Apprenticeship Levy, associated funding and how it applies to Scotland
• A good knowledge of the Higher Education sector in Scotland, widening access, articulation and the learner journey.

**Desirable:**
• Proven apprenticeship customer account management
• Experience in dealing with large corporate organisations
• An understanding of Higher and Degree Level Apprenticeship programmes
• Experience of distance learning in the Higher Education context

**Personal abilities, skills and qualities**

**Essential:**
• A self-starter with excellent planning and prioritising capabilities and able to cope with multiple demands effectively.
• Excellent communication skills face-to-face, online and in writing. Ability to confidently deliver face-to-face and online training sessions.
• Ability to work with minimum supervision and taking personal responsibility and ownership of tasks
• Ability to build effective and collaborative cross-functional working relationships. Ability to communicate effectively with stakeholders across multiple levels and functions of the organisation and with external stakeholders. Ability to identify and resolve complex problems and issues.
- Good networking skills and the ability to develop and grow sustainable relationships
- A team player who is goal-orientated and able to work autonomously while managing their own area whilst working collaboratively with colleagues
- Commitment to first-class customer service to deliver the highest quality of work and support to the Business Development Unit (BDU) and the Open University in Scotland
- To demonstrate a strong commitment to the principles and practice of equality and diversity
- To undertake any other duties which may reasonably be required

Desirable:
- Knowledge of course construction, development and assessment process
- A creative and innovative approach

4. Role specific requirements e.g. Shift working

Scotland wide and some UK travel required.
Must hold a full UK driving license and access to a vehicle suitable and insured for business use.
The successful applicant may be subject to pre-employment checks

5. About the unit/department

The Business Development Unit
The aim of the Business Development Unit is to create and implement a profitable commercial and international strategy for the Open University

The BDU is working to construct and implement the overall business development strategy for the OU both in the UK and internationally. This activity includes improved partnerships with business development efforts in faculties and in the nations and regions.

The unit has two core activity streams:
- To deliver sustainable net revenue streams for the OU through developing existing and as yet undeveloped new markets
- To be a customer-focused business, generating significant growth of revenue. The rate of growth will be governed by the BDU’s Unit Plan, which will set achievable targets for increasing both income and profitability.

Open University Worldwide
It is essential The Open University continues to become less dependent on government funding. To do this it manages a balancing act: supporting teaching, learning and open access as well as funding and developing top level research.

Competition for students, staff and funding is intense and global, and students’ expectations have risen sharply as learners increasingly view themselves as ‘consumers’ of education. The demand for top class facilities and services is growing, as are expectations for flexible learning patterns and qualifications that will really make a difference to careers.

The Open University has developed ambitious plans to grow associated revenues through its commercial entity,
Open University Worldwide (OUW).
With a market leading range of products, cutting edge technology and a strong, commercially focused team, this is an exciting time to join the team.

Open University in Scotland

With nearly 16,000 students, The Open University (OU) is Scotland’s leading provider of part-time higher education. We are the most popular choice of university for flexible study in Scotland. Over half of all part-time undergraduate students in Scotland are OU students.

The cornerstone of the OU’s mission to be open to all and our open entry system allows us to offer the opportunity for study to people from all backgrounds and sections of the community. For example, more than one third of our undergraduate students had qualifications below standard university entrance level when they joined the OU. 20% of OU in Scotland students have a disability or mental ill health.

Our reach is nationwide, and Open University students can be found in virtually every postcode district and community in Scotland. Hundreds of Scotland’s blue chip employers such as Scottish Power, Standard Life and Royal Bank of Scotland sponsor their staff to study with us. Through our courses and qualifications in areas such as health and social care, education, and business and management, the OU is playing a major role in the training and professional development of Scotland’s workforce across the public, private and voluntary sectors.

Today online learning is an important part of the OU’s course delivery and our student support services. Most OU courses use computing as an integrated part of the learning experience; from online discussion groups and conferencing, to electronic assignment handling, to dedicated course websites. With a high proportion of OU students in Scotland online, even those living in the most isolated areas of the country are able to participate in a truly interactive learning environment.

The OU is an integral part of the Scottish higher education community and actively involved in the development of HE policy alongside all other higher education institutions in Scotland. Since 1 April 2000, the teaching of OU students living in Scotland has been funded by the Scottish Funding Council for Further and Higher Education.

The 130 academic, administrative and secretarial and clerical staff at the OU’s centre in Edinburgh offer an extensive range of support and specialist advice services to students in Scotland. The core function of the office is to manage the University’s business in Scotland. This includes managing relationships with government and other external bodies, the research and development of learning and the recruitment and retention of students in Scotland, as well as the employment, support and staff development of over 450 Associate Lecturers who deliver the University’s teaching programmes. The office also provides advice, guidance and learning support to prospective and existing students including a programme of outreach events; administers examinations; organises an annual degree ceremony and promotes the University and its courses within Scotland. We have been voted as one of the best universities in Scotland for student satisfaction for the past ten years.

More information can be obtained from the OU web site at http://www.open.ac.uk/scotland.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application, please contact Jackie Basquille on email: Jacqueline.basquille@open.ac.uk

If you have any questions regarding the application process, please contact the Resourcing Hub on 01908 655444 or by email resourcing-hub@open.ac.uk
## 7. The application process and where to send completed applications

| Your application should contain: | • Short Application form  
|                                      | • CV  
|                                      | • A covering letter of up to 2 sides of A4 describing why you are applying for this post and detailing how you fit the criteria in the person specification.  
| NB: It is important that candidates complete all sections of the application form in full. |

| Please ensure that your application reaches the University by: | 12 noon on Monday 18 March 2019 |

| E-mail your application to: | Resourcing-hub@open.ac.uk |

## 8. Selection process and date of interview

| The interview panel will be chaired by: | Jackie Basquille, Apprenticeship Programme Delivery Lead |
| The other members of the interview panel will be: | Marie Hendry, Depute Director (External Engagement and Partnerships)  
| | Other (TBC) |

| The interviews will take place on: | Wednesday 27 March 2019 |

| The selection process for this post will include | Presentation and interview |

---

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates. Applications received after the closing date will not be accepted.