

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10PE</b>	<b>Role Title</b>	<b>Apprenticeship Manager</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Curriculum &amp; Learning Manager</b>
		<b>Directorate / School</b>	<b>Childrens, Families &amp; Lifelong Learning</b>
<b>JE Band</b>	371-438	<b>Service / Department</b>	<b>Surrey Adult Learning</b>
		<b>Date Role Profile was created</b>	<b>01/07/2018 (updated on December 2025)</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The post-holder is responsible for the planning, development, management and quality of the apprenticeship and traineeship programme, either delivered by Surrey Adult Learning or sub-contracted delivery, ensuring the latter address government priorities, reflect County Council plans, employer/employee needs and meet service targets. Responsibilities include all aspects of apprenticeship sub-contractor performance management to meet Funders', Awarding Organisations' and Ofsted's requirements and the development and implementation of robust quality procedures and processes to ensure a cycle of continuous improvement.</p> <p>The Apprenticeship Manager, with the support of a team of Assessor/Trainers and Internal Quality Assurers, will ensure that:</p> <ul style="list-style-type: none"> <li>• the course programme meets demand and is inclusive of a broad set of needs.</li> <li>• the quality of the training and assessment is improved against standards set by Ofsted and embodied in the Service's Quality Framework.</li> <li>• the course programme makes a positive contribution to both the organisations based in Surrey who engage apprentices, and the individuals who are gaining education, knowledge and qualifications in the workplace.</li> </ul> <p>The post holder will, with colleagues, manage the selection, appointment, performance and support of Trainer/Assessors and Internal Quality Assurers (IQAs) and devise and implement a training programme for the team. They will participate in developing an annual self assessment report for the programme</p> <p>To give high quality impartial information, advice and guidance to support all learners achieve their career aspirations and fulfil their potential.</p> <p>To share SAL's commitment to the safeguarding and welfare of all learners by actively following SAL's safeguarding policy and procedures including your responsibilities to report all concerns and disclosures.</p>
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<b>Work Context</b>	<p>Surrey Adult Learning has seven dedicated centres in Surrey. It delivers 800 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community. Delivery takes place in centres, external venues and on-line.</p> <p>There are three main teams that make up Surrey Adult Learning:</p> <p>Curriculum &amp; Learning who are responsible for curriculum planning and delivery, quality improvement, marketing and the provision of an extensive course offer and the management of tutors and supported learning assistants employed in the service.</p> <p>Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes.</p> <p>Business Finance &amp; IT who look after the finances of the service, management of information systems, and the provision of technology associated with learning and the examinations office.</p> <p>Due to the nature of the role, occasional evening and weekend working may be required.</p>
<b>Line management responsibility</b> if applicable	The post holder will develop and manage a team of Assessor/Trainers and Internal Quality Assurers in order to deliver and support the apprenticeship programme.
<b>Budget responsibility</b> if applicable	The post holder will provide detailed analysis on the income and expenditure associated with the apprenticeship programme to ensure the business unit becomes self-funding.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the development and achievement of business plans to develop and implement agreed strategy.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Manage the planning and delivery of the programme of work/workloads within their area of responsibility to achieve a quality service, and ensure any technical and statutory requirements are met.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy to support decision making.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the organisation's policies and procedures, and may have revenue generation targets.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p>

Values: To uphold the values and behaviours of the organisation.  
 Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  
 Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.  
 To have regard to and comply with safeguarding policy and procedure as appropriate.

**Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics**

- Degree and/or relevant professional qualification and experience, or considerable experience of working within the service area.
- Thorough knowledge of the service/functional area.
- Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.
- Ability to understand and monitor budgets in accordance with financial procedures.
- Proven written and oral communication and interpersonal skills with and the ability to create and maintain effective working relationships at all levels.
- Proven IT skills and able to use technology to be effective in the role.
- Ability to prioritise and plan and make best use of personal and project resources in achieving performance objectives.
- Ability to manage a range of complex or high profile projects through to completion.
- Experience in successful recruiting, managing, coaching and developing of staff.

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• The post-holder will have a professional qualification and/or is educated to degree standard or higher.</li> <li>• They will have knowledge and experience of working for a minimum of 3 years in the Further Education sector and have specialist knowledge of work place learning and apprenticeships.</li> <li>• They will have proven project management skills, familiarity with developing employer engagement strategies and a high quality flexible learning experience.</li> <li>• They will have the ability to lead innovation and creativity in developing new learning opportunities as appropriate.</li> </ul> <p>Satisfactory DBS clearance is required for this role.</p>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of larger teams providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading the implementation of strategy in a particular area. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan and to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>

<b>Reference Number</b>	BM-2018-160
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