

Job Description

Job Title:	Degree Apprenticeship Study Coach
Grade:	5
Job Family:	Professional Services
Work Base:	Chelmsford or Cambridge
Hours of Work:	Full-time, 37 hours per week
Responsible to:	Senior Study Coach and/or Apprenticeship Academic Delivery Manager
Responsible for:	No direct line management responsibility
Relationships and Contacts:	Apprentices Employers Academic colleagues Administrative teams Internal and external stakeholders
Job Purpose:	<p>To support apprentices and their workplace mentors in a tripartite review setting. Providing specialist advice and individual support that enables our apprentices to develop their academic and professional knowledge, skills and behaviours. Facilitating their progression, achievement and success through the degree apprenticeship journey, to successful completion of the End Point Assessment.</p> <p>Ensuring and providing support for the development and implementation of relevant progress review systems and processes.</p> <p>Working collaboratively to deliver and develop a multidisciplinary, inclusive and responsive service, to ensure a positive apprentice/employer experience, responding effectively to student diversity.</p> <p>To contribute to our vision and objectives, as appropriate, and represent the School of Apprenticeships internally and externally.</p>

Principal Accountabilities:

1. Deliver a specialist advice and support service, based on in-depth sector knowledge and understanding relating to one or more of the following areas of our Degree Apprenticeship course offering:

Business and Law (Digital Marketer, Chartered Manager, Project Manager);

Health, Medicine and Social Care (Registered and Associate Nursing, Operating Department Practitioner, Social Worker, Advanced Clinical Practitioner)

Science and Engineering (Construction Manager, Chartered and Quantity Surveyors, Town Planner, Civil Engineer, Hearing Aid Dispenser, Data Scientist, Digital & Technology Solutions Professional, Laboratory Scientist).

Which course or courses you support will depend on both your background and experience as well as the needs of the School.

2. Support and co-ordinate the enrolling, development, progress and attainment of apprentices on our Degree Apprenticeship courses, in particular through:
 - a. Reviewing apprentice progress, both academically and towards key knowledge, skills and behaviours (KSBs) within Degree Apprenticeship standards.
 - b. Assessing initial training needs and advising on Apprenticeship commitment documentation.
 - c. Conduct action planning to support the development of knowledge, skills and behaviours in relevant work-based learning programmes.
 - d. Monitor apprentices' logging and completion of Off the Job learning hours, and their portfolios of professional evidence.
 - e. Ensure apprentices and employers are supported through the Gateway stage to End Point Assessment and towards timely completion of their apprenticeship.
 - f. Signpost apprentices towards appropriate support services relating to academic delivery, student representation, health and wellbeing, and career development services etc.
3. Contribute to teaching and related apprenticeship support activities on one or more of our Degree Apprentice courses, drawing on own areas(s) of expertise and preparing teaching, support and guidance materials as required.
4. Ensure compliance with ESFA and Ofsted auditable criteria and work to meet institutional Key Performance Indicator targets on apprenticeships delivery.
5. Act as the initial point of contact and referral for degree apprentices and their employers on operational issues and work in partnership with key apprenticeship leaders across the School of Apprenticeships, Faculties and Professional Services colleagues to ensure prevention, early intervention and timely resolution of issues.
6. Proactively ensure high data quality and integrity across the area, and record keeping within an agreed framework; provide local management information to support operational decision making.
7. Plan and manage relevant events both in person and delivered remotely, including visits, training, meetings and appointments with apprentices, employers and other stakeholders.

8. Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency and security of information as appropriate. Take personal responsibility for all personal data within own working environment.
9. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade.

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes, but where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description which are commensurate with your grade after consultation with you.

June 2024

**School of Apprenticeship
Study Coach (Degree Apprenticeship)
Person Specification**

ESSENTIAL	DESIRABLE
<p>ACADEMIC/PROFESSIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Degree and appropriate level of experience and evidence of continuing professional development relevant to the role <p>OR</p> <ul style="list-style-type: none"> • Qualified in a relevant professional field appropriate to the specific role being appointed to and appropriate level of experience and evidence of continuing professional development relevant to the role 	<ul style="list-style-type: none"> • Higher qualification in relevant field
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Knowledge and experience of apprenticeships, tutorial or pastoral support, teaching, training and development delivery or management, mentoring, coaching • Experience of practice, training, or support in one or more of the relevant disciplines covered by ARU's Degree Apprenticeship offer • Experience of using Virtual Learning Environments (such as Moodle, Canvas, Blackboard) to deliver education & training • Leading operational activities in a relevant area/function and/or acting as a point of escalation • Working effectively in a complex, fast-paced environment 	<ul style="list-style-type: none"> • Sector-specific understanding of skills challenges and industry behaviours within a relevant discipline • Proficient in the use of e-portfolios and associated software such as SmartAssessor, Aptem, MyShowcase • Experience of organising, supporting and delivering events/ projects
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> • Knowledge of a range of support and study skills strategies • Knowledge of the role of study support in higher education • Ability to work collaboratively with colleagues from academic and support areas • Excellent interpersonal skills, including the ability to establish a rapport with a wide range of internal and external stakeholders • IT-literate with a sound knowledge of Microsoft Office including MS Excel, Forms, Bookings, and Outlook • Proven oral and written communication skills with the specific ability to present information to a wide range of audiences • Proven analytical and problem-solving capability 	<ul style="list-style-type: none"> • Experience with regard to ESFA funding rules compliance and Ofsted auditable criteria • Experience of delivering support to improve academic writing skills

<p>PERSONAL QUALITIES/DISPOSITION</p> <ul style="list-style-type: none"> • Customer-focussed and keen to have a positive impact • Demonstrates sound judgement • Desire to learn and develop understanding in new contexts through training • Confident, resilient and able to respond positively to challenging situations • Ability to manage self and competing priorities in a challenging and changing environment • Commitment to personal and professional development • Self-motivated and proactive 	
<p>OTHER</p> <ul style="list-style-type: none"> • Committed to equality and diversity, our Health and Safety policies and procedures and our University's values • Compliance to Data Protection Act 2018 and GDPR principles/ requirements • This appointment is subject to an enhanced level childrens and adults barred list disclosure from the Disclosure and Barring Service 	

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