

# Apprenticeship Business Support Officer

## Job specification, July 2025

### Job description

#### Employment status and working hours

Permanent, full time.

Full time hours at the University are 35 per week with the standard working pattern Monday to Friday from 09:00 to 17:00.

#### Place of work flexibility

**Split:** Your time will be split between the Horizons, Reading office and your home\*. The exact split of days/hours is negotiable but will include **up to 30 days per year** spent at Horizons **only on the core days** (Tuesday, Wednesday, Thursday). \*Working from home is only possible if your environment is suitable (see Attachment).

#### Department and team

Chief Operating Officer, Apprenticeship Business Management.

#### Line manager

Renata Dzwonkowska, Apprenticeship Funding and Compliance Manager.

#### High level summary of job role

The Apprenticeship Business Management (ABM) team is a small, dynamic team that provides technical and administrative business support to a range of internal and external stakeholders, supporting the smooth running of all apprenticeship business operations and ensuring the University remains fully compliant with all regulatory frameworks.

As the Apprenticeship Business Support Officer, you will undertake a range of Department for Education (DfE) apprenticeship funding and compliance activities which aid the effective operation of the University's apprenticeship business processes. You will work to achieve high levels of customer satisfaction whilst remaining compliant with both regulatory and contractual requirements. You will manage allocated aspects of the University's apprenticeship business operations which relate to changes in apprentice circumstances, funding, compliance, and elements of financial reporting. You will have the opportunity to support both internal and external audit activities, as well as, where necessary, maintaining the management of several apprenticeship related contracts, including subcontracts with external partners.

### Specific job role accountabilities and responsibilities

- Oversee, manage and be responsible for allocated aspects of the University's apprenticeship business support operations, such as change of employer, change of apprenticeship, change of pathway, change of personal circumstances, Assessment of Professional Competence (APC), gateway, completions, End Point Assessment (EPA), workshop provision etc.
- Support the integration of the University's apprenticeship provision into the wider business operations.
- Collaborate with others, both internally and externally, to make recommendations for developments of established processes and procedures within the apprenticeship provision.
- Contribute to the development, implementation and continuous improvement of lean administrative systems, processes, and practices.
- Using strong digital and analytical skills with keen attention to detail, support the tracking, monitoring, and reporting of apprenticeship business activity, and, where necessary, highlighting anomalies.
- Contribute to and support all activities which mitigate against loss of funding.
- Contribute to financial governance and reporting – draw up new apprenticeship agreements and liaise with finance where necessary; arrange co-investment terms and liaise with apprentice/employer to discuss and gain agreement.
- Use a range of internal and external systems e.g., SITS, PICS, ACE 360, Apprenticeship Service account, e:Vision, dashboards, process spreadsheets and other systems as required, to complete all required business activities.
- Work closely with employers and EPA Organisations to provide APC, gateway, and EPA data to ensure successful and timely completion of apprentice change of circumstance activities.
- Liaise with Apprenticeship Outcomes Officers (AOOs), Apprenticeship Outcomes Managers (AOMs), Business Development, Employers, and where necessary, the Apprentice to discuss and provide technical guidance on any change of apprentice circumstance, ensuring full compliance with the DfE apprenticeship funding rules.
- Support OFSTED and ESFA activities and actions.
- Commit to regular CPD training activities, to stay up to date with latest apprenticeship funding rules/processes.

### Undertake allocated administrative duties to include but not limited to:

- Act as the first point of contact for all apprenticeship change of circumstance enquiries, taking the initiative to screen, allocate and prioritise emails, telephone calls and correspondence, taking appropriate action where necessary.
- Prepare documentation and process requests relating to apprentice change of circumstances, e.g. change of employer, change of apprenticeship, change of pathway, completions etc and apprentice progression, gateway, End-point assessment and completions.
- Invoice requisition and processing.
- Assist with accurate data entry and data maintenance to facilitate accurate reporting both internally and externally. Utilise strong digital skills and attention to detail to ensure Excel reports are coherent and accurately reflect our position.
- Request data from other internal teams to collate and sort, and/or assist with the preparation of reports and accurate statistical data.
- Support the administration of apprenticeship-related surveys.

- Undertake other such duties of a similar nature which fall within the scope of the post, and which may be required from time to time.

#### Other important features of the job role

- Line management responsibilities: None.
- Budget responsibility: None.
- In this role you will liaise with the following: Admissions and Enquiries, Business Development, Student Engagement, Apprenticeship Outcomes, Employers, Apprentices, EPAO's.

## Person specification

X in the table below indicates whether the person requirement is essential or desirable, plus how the requirement will be assessed during the selection process:

A = Application; I = Interview; T = Test.

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further education level qualifications		X	X		
Degree level qualification		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application.</i>					
Previous experience	Essential	Desirable	A	I	T
Experience in a similar role	X		X	X	
Recent business support experience in either an apprenticeship facing role or in a role linked to ESFA/DfE funded programmes	X		X	X	
Experience of undertaking work activity and controls processes which are subject to externally set compliance requirements and external audit/review	X		X	X	
Within the education sector/Built Environment/Higher Education		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Strong communication skills	X		X	X	X
Ability to work to deadlines and manage competing priorities in a highly pressurised environment	X			X	
Accuracy and precision, with good attention to detail	X		X	X	X
Effective planning and organisational skills	X		X	X	

Strong Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, PowerBI, Copilot and PowerPoint. Strong IT skills are essential in operating various other software solutions utilised by the University, for example, SITS, ILR & similar CRM software solutions	X		X	X	X
Ability to monitor performance against targets/key performance indicators	X		X	X	
Proactive and professional manner with a 'can-do', solutions focused approach	X			X	
Ability to develop strong working relationships with both internal and external stakeholders	X			X	
Strong evaluation and analytical skills	X			X	
Ability to work to deadlines and manage competing priorities in a highly pressurised environment	X			X	
A clear understanding of Apprenticeship Funding and Compliance rules and regulations		X	X	X	
Financial planning and management skills		X	X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the University's core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ube.ac.uk/work-for-us/join-the-team/">https://www.ube.ac.uk/work-for-us/join-the-team/</a>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake mandatory online training should you be appointed including Data Protection, Health and Safety, Safeguarding, Prevent, and EDI	X			X	

## Pay and benefits

- Salary range £26,000 to £28,000 per annum.
- 26 days paid holiday (rising to 28 with service) **plus** paid bank/public holidays **plus** up to five paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes the University does not need to close for five days per year and any balance (for example one day), can be used as a paid Wellbeing Day to take time out for your own physical or mental health.

- Pensions auto-enrolment to the People's Pension which is a default salary sacrifice scheme. You may opt out of salary sacrifice but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment for some leave types.
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. The University is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Life assurance (death in service) cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a University of the Built Environment employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to learning platforms.
- On the Join the team page of our website, you will find the full list of employee benefits.

## Application process

### How to apply

All job applications must be sent to **recruitment@ube.ac.uk** and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. If you apply on the recommendation of an existing University of the Built Environment employee, please make sure to mention their name within your application. A **complete** job application consists of the following:

1. An up-to-date curriculum vitae.
2. A covering letter or email message outlining your suitability for the role.
3. A completed Recruitment Check Form which is available from the current job vacancies page of our website.

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable University. We recommend you visit our website to find out more about our Sustainability Strategy:

<https://www.ube.ac.uk/sustainability/>

### Informal discussion / Other enquiries

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying. For an informal

discussion about the role please contact Renata Dzwonkowska on [0118 467 2039](tel:01184672039) or email [r.dzwonkowska@ube.ac.uk](mailto:r.dzwonkowska@ube.ac.uk). For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ube.ac.uk](mailto:recruitment@ube.ac.uk)

### Closing date and next steps

We will receive applications until the advert closes on **Wednesday 06 August 2025 at 5.00 p.m.** We will not consider late applications. HR will screen all applications in person, and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in the University. Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

### Interview details

Dates for interview will be advised to you later in the process. Please indicate on your Recruitment Check Form any dates you cannot make, up to 4 weeks from the closing date; this helps us to plan interviews should you be shortlisted, prior to contacting you.

Interviews are normally carried out over Microsoft Teams or Zoom. Depending on the job role and place of work, your interview may be at our Reading office. Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will likely meet a member of the Senior Leadership Team.

### Note for internal candidates

If you are an existing University of the Built Environment employee, we request you inform your current line manager of your intention to apply for this role.

### Note to recruitment agencies

We are **not** using agencies for this vacancy, and we cannot accept any candidate submissions. Please do not contact us as we can only repeat this message.

### Equality, diversity, and inclusion

Here at University of the Built Environment we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

### Pre-employment checks

University of the Built Environment undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

## Attachment: Homeworking

We are a flexible employer, and flexibility is built into our different place of work options. As such, it is reasonable to ask employees to adhere to some general principles, requirements, and conditions when working from home. Flexibility must offer value to both you and the University.

### General principles

- You must undertake an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work. You will be asked to provide a photo of your home workstation setup.
- You must adhere to our IT Security and Data Protection policies at all times.
- You must be accessible to colleagues during your normal working hours and keep your Outlook Calendar up to date.
- Line managers are expected to be accessible to their team during working hours.

### Requirements and conditions

- When working from home, this must be within the United Kingdom for UK employees.
- Your homeworking environment must be suitable and professional at all times. It must be private and confidential to you, free from interruptions and noise, and away from other household members.
- You must have sufficient space on your home workstation in which to safely and securely house the technology and equipment required for your work. It must not be accessible to any other household member at any time. It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- You must provide, at your own cost, a secure and reliable internet connection which allows you to work as effectively as if you were in the office; this includes undertaking video and audio calls and connecting permanently to the VPN.
- In the case of known broadband outage you should plan to work at the Horizons office or elsewhere, noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work from home and need to consult your line manager and HR.