**Compliance & QA Advisor - Apprenticeships**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | **Compliance & QA Advisor – Apprenticeships**  | **Date:**  | January 2024 |
| **Reporting Line:**  | Senior Compliance & QA Advisor | **Job Level:** | Grade 6  |
| **Service:** | GMFRS Service Support | **Business Area:** | Training |

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| JOB PURPOSE |
| Support the Academy and Quality Assurance Manager, ensuring that all data and documentation required for the Employer-Provider apprenticeship provision is compliant with regulations set by the Education & Skills Funding Agency, through the design and implementation of relevant systems and processes.The post holder will be responsible for the management and recording of apprenticeship data adhering to policies, processes and procedures within internal and external frameworks. To act as a point of contact for advice and guidance on apprenticeship quality assurance and compliance activities. |

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| **KEY WORKING RELATIONSHIPS** |
| * Operational Training Function
* People Services Directorate
* External client contacts
* Internal and external customer groups and strategic partners
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| **KEY DELIVERABLES** |
| * Develop, maintain and implement robust quality assurance processes to ensure the organisation delivers and strives for excellence across the learning experience
* Ensure that the organisation capitalises on the Apprenticeship Levy and maximises opportunities for new and existing staff
* Support the development and the implementation of the Service Support Directorate Action Plan
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| **KEY RESPONSIBILITIES**  |
| **Role Specific Responsibilities**1. Develop systems and implement procedures, based on Education and Skills Funding Agency (ESFA) funding rules and legislation, ensuring activities support organisational needs and policies for compliance purposes.
2. Maintain an up to date, working knowledge of new and emerging data management, funding, compliance and audit requirements, assessing the potential impact and risk on the organisation.
3. Collate, verify and maintain the details of apprentices, recording ongoing apprentice interactions and developing and maintaining appropriate data management systems for funding compliance purposes.
4. Provide apprenticeship reports and initial analysis to inform operations and update management and key stakeholders as required to deliver the strategy effectively.
5. Apply knowledge and understanding of funding guidance to ensure accurate and timely data returns are submitted to maximise funding.
6. Conduct ongoing compliance checks on all apprenticeship documentation to ensure that the organisation is adhering to the ESFA funding rules.
7. Anticipate the requirements of stakeholders in the planning and preparation for key activities and milestones.
8. Communicate, provide advice and guidance to managers and staff, inviting feedback to drive improvement.
9. Maintain apprentice and learner records on internal and external systems to ensuring that all records are promptly and accurately maintained for robust and effective reporting.
10. Ensure routine compliance activities are completed and documented for audit purposes.
11. Identify and investigate data errors and anomalies, resolve issues and update processes to minimise future recurrence.
12. Monitor ESFA funding income streams via the Apprenticeship Service and reconcile with the income.
13. Use a variety of external systems to register Apprentices on their programmes ensuring that data is recorded accurately for correct allocation of funding.
14. Oversee the E-Learning Portfolio activity ensuring quality and timely completion of tasks.
15. Provide support in apprenticeship quality assurance activity and the delivery of the quality improvement plan.
16. Plan and deliver briefings/workshops for managers and staff on compliance updates.
17. Provide additional data management to support external audits by the ESFA or Ofsted.
18. Maintain effective relationships with subcontractors, internal and external stakeholders to support the apprenticeship delivery.
19. Manage the payments for services received from subcontractors and maintain an accurate log of budget expenditure.
20. Report on the completion, attendance, retention and achievement rates of our apprenticeship delivery.
21. Produce and collate training support information and records of attendance for Apprentices.
22. Prepare apprenticeship paperwork in accordance with ESFA funding rules.
23. Contribute to the development of operational data management systems and administrative processes to provide effective delivery.
24. Support with the evaluation of systems and adapt them or make recommendations to improve and assist the development of the Academy.
25. Contribute to policy development, monitor and advise assessors and IQAs on these policies, processes and procedures set both internally and externally.
26. Support the creation, implementation and monitoring of the Quality Improvement Plan covering all elements of quality assurance.
27. Maintain effective management of both internal and external End Point Assessment systems, ensuring accurate completion of paperwork and distribution of results.
28. Work closely with internal and external stakeholders to coordinate the provision of Functional Skills tuition and assessments and provide invigilation support for examinations.
29. Support the coordination of appropriate training and assessment for staff supporting apprenticeship delivery.
30. Act as a point of contact for internal stakeholders for support and guidance on apprenticeship compliance.
31. Provide administration and delivery support to the learning and development team.
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| **General**1. Contribute to the design and delivery of key Training projects and interventions aligned to performance improvement.
2. To develop trusted professional relationships within the organisation, practicing internal client management.
3. Actively engage with the wider workforce to seek and listen to the views of staff, and managers to influence and improve workforce practices.
4. To be committed to maintain your own skills and expertise.
5. To ensure that the GMFRS Service Support delivers and exceptional level of customer care, looking for solutions wherever possible
6. To provide support and guidance with strict adherence to confidentiality of personal information and Data Protection legislation.
7. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
8. Working with other teams across the directorate to ensure integration and alignment is maximised and supporting on activity where appropriate.
9. To be accountable for ensuring the organisation is compliant with its statutory duties under legislation in the relevant field e.g., Employment Act, Equality Act, General Data Protection Regulations etc
10. Ensure they your approach to your work and your colleagues is inclusive and supportive of a diverse workplace
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| **KNOWLEDGE AND EXPERIENCE** |
| **Qualifications*** Good standard of education including numeracy and literacy, GCSE or equivalent (essential)
* Working towards CIPD Membership or relevant equivalent professional qualification/Membership (desirable)

**Essential Knowledge and Experience*** Working knowledge of apprenticeships; Education and Skills Agency Funding Rules and Apprenticeship Levy
* Experience of supporting Apprenticeship provision
* Experience of working within the area of training compliance with regulations, legislation, policies and procedures
* Experience of delivering to set deadlines and achieving high standards
* Experience with a range of digital platforms including the Apprenticeship Digital Account, Learning Management and finance systems
* Experience of compiling and maintaining accurate learner data across a range of systems
* Experience of analysing learner data for reporting purposes
* Experience of working with confidential information

 **Desirable Knowledge and Experience*** Knowledge of Ofsted Education Inspection Framework
* Experience of working with Individualised Leaner Records
* Experience of creating and implementing quality assurance processes
* Experience of training/briefing staff on process and procedure
* Experience of working with an e-portfolio learning platform

**Skills, Values and Behaviours*** Excellent customer service, communication and interpersonal skills, both written and verbally
* Demonstrate effective relationship building skills and the ability to maintain positive relationships at all levels
* Flexible and adaptable approach and the ability to prioritise workloads and cope with challenges, pressures and setbacks
* Strong digital skills and proficiency in Microsoft packages i.e. Word, Excel and Powerpoint
* Excellent organisational and planning skills
* Clear focus on delivering positive outcomes working in partnership with internal and external stakeholders
* Resilience with the ability to navigate through difficult situations
* Self-motivated and able to identify opportunities for continuous improvement
* High level attention to detail and accuracy
* Demonstrable questioning and listening skills
* Ability to interpret and apply complex guidance/information
* Demonstrates a high standard of integrity and ethics in all workplace interactions, has the ability to maintain professional standards and honours personal commitments
* Understanding of and commitment to the promotion of equality and diversity.
* A desire to constantly learn and research to maintain an up to date working knowledge
* Ability to maintain confidentiality of the service at all times
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**Corporate Duties -** Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

- Safeguard at all times confidentiality of information relating to staff and pensioners.

- Refrain from smoking in any areas of Service premises.

- Behave in a manner that ensures the security of property and resources.

- Abide by all relevant organisational Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.