

# JOB DESCRIPTION AND PERSON SPECIFICATION

**Job title:** Apprenticeship Assistant  
**Team:** NOS and National Programmes  
**Division:** Research and Policy  
**Reports to:** Apprenticeship Manager

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**Purpose:** Provide support for the management of Apprenticeship frameworks in the Hospitality, Leisure, Travel and Tourism sectors and manage the Young Apprenticeship in Hospitality programme.

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## **Specific Responsibilities and Accountabilities:**

- Manage and deliver the Young Apprenticeship in Hospitality project and its activities to develop and drive the content and delivery of the programme in line with employer needs and support partnerships. Plan, monitor and evaluate the project and activities, ensuring delivery of objectives to quality, budget and timescales
- Respond appropriately to all Apprenticeship and Young Apprenticeship queries
- Support Apprenticeship Manager in development of new or revised apprenticeship frameworks for the sector
- Review People 1<sup>st</sup> and UKSP websites to ensure they have up-to-date information on Young Apprenticeships and Apprenticeships in the sector
- Work with colleagues in other teams and departments across the organisation to promote and increase awareness of Apprenticeships and Young Apprenticeships
- Write effective communication on Apprenticeships and Young Apprenticeships to employers, learning providers, awarding bodies and internal audiences
- Represent People 1<sup>st</sup> at external stakeholder meetings e.g. other SSCs, government agencies, employers, training providers etc. Make presentations tailoring the presentation to each target audience
- Carry out personal and telephone interviews, provider meetings, facilitate focus groups and working parties as required

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## **Key Competencies / Skills & Attributes**

### **Essential**

- Attention to detail
- Ability to express complex information in plain English
- Understanding of qualifications and apprenticeship development
- Strong communication skills (oral and written)
- Organisation skills
- Ability to work to deadlines and manage own time
- Project Management
- Commitment to quality and continuous improvement
- Team working
- Decision making

### **Desirable**

- Information Gathering/Analytical Skills
- Interviewing Skills
- Facilitation Skills
- Networking and Relationship building

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## **Qualifications**

- Education or experience to degree level

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## Experience

- Proven project management experience
  - Experience of developing Apprenticeship Frameworks, or working in a similar function
  - Experience of the sector is desirable
  - Proven experience of communicating at all levels both within the organisation and with external parties
  - Experience of writing reports and documents
  - Proven experience of working to deadlines
  - Proven experience of analysing complex information
  - Ability to learn quickly
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## Key Performance Indicators

- Employer agreement and satisfaction
  - Stakeholder agreement and satisfaction
  - Projects delivered within timescale, to budget and quality required
  - All documents produced are accurate and logical
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## Job Scope

- Work closely with other People1st teams
  - Key stakeholders: employers, awarding organisations, accrediting bodies, learning providers, other SSCs, government agencies
  - Investors in People
  - ISO 9001:2000
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## Working Conditions

- Fixed-term to May 2010
  - Full time, Monday to Friday 9.00am to 5.00pm
  - Office based - Uxbridge
  - UK travel
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## Additional information

This document presents a profile of the key responsibilities and accountabilities of the position. It is not a definitive document but simply provides the broad criteria expected of the jobholder.