

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Apprenticeship Support Officer
Grade	PS7	Reports to (role title)	Qualificaitons Manager
		Directorate/School	Surrey Fire and Rescue Service
JE Band	228-268	Service/Department	Learning and Development
		Date Role Profile was created	Apr-20

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.

Role Purpose including key outputs	To support the provision of apprenticeship programmes within Surrey Fire and Rescue Service (SFRS) in partnership with Surrey Adult Learning (SAL) and other contracted apprenticeship suppliers. - Monitor and report on progress of students on apprenticeship programmes. Develop the use of OneFile on-line portfolio for Fire Service related qualifications. Maintain accurate records on OneFile and FireWatch. Monitor and report on instructor/assessor qualifications and training requirements, providing resources and referring to instructors/tutors/internal verifiers as required. - Maintain records as required by Ofsted and support the preparations for inspection by Ofsted and Sjf Awards. - Book and arrange functional skills training and examinations, apprenticeship gateway and end point assessments. - Deliver training for use of OneFile and apprenticeship requirements for students, assessors and instructors and respond to queries.
Work Context	Mainly office based with opportunities for agile working. Travelling to Fire Stations will be required on occasion to deliver support and training for which a pool car is provided if required. You will be working with the qualifications manager within the Learning and Development Department and be responsible for ensuring the timely progress of all students on apprenticeship programmes, resolving any issues and highlighting any difficulties or complaints that are not within your skill level to the appropriate person(s). You will work with Surrey Adult Learning to ensure that records are maintained to the correct standard and that trainers/instructors/assessors have the appropriate training and qualifications.
Line management responsibility	n/a
Budget responsibility	You will be responsible for monitoring the transition of levey funding from SAL to the Learning and Development Department and the spend against the levy.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all 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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Level 2 qualification in Maths and English is required - can be achieved in role. Award in Education and Training level 3 - can be achieved in role. Extensive experience in administration utilising a range of software programmes and processes demonstrating excellent organisational skills. Verbal and written communication skills, experience of dealing with telephone queries. Experience of delivering training to individuals or small groups will be an advantage.
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.

To be completed by JE Coordinator

Reference Number	BM-2020-146
------------------	-------------