

Success Manager

Job Description

POSITION OVERVIEW

Department	Experiential Digital Global Education (EDGE); Innovation Unit (London)
Location	Devon House, London, Remote-based
Term	Full-time; Permanent
Salary	£30,000 - £35,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	August 2022

The New College of the Humanities wishes to appoint a Success Manager who will play a key role in the successful management of Degree Apprenticeships at NCH at Northeastern Ltd. Reporting to the Business Relations Manager, we are looking for someone to act as the liaison and lead between the employer and learner/apprentice, managing the day to day relationship, and working closely with the Head of Business Development, Business Relations Manager and Operations and Quality Assurance Manager to coordinate successful delivery of the pre-apprenticeship/apprenticeship. The role will see you acting as the primary contact for the learner/apprentice, taking action to ensure that the learning available can be accessed and with the employer to ensure that the pre/apprenticeship can be successfully achieved.

Responsibilities include supporting and co-ordinating employer onboarding, recruitment of learner/apprentice and monitoring of support for delivery for both employer and learner/apprentice,

ensuring that required reviews take place and are effective in assessing gaps and opportunities to deliver progress. The role is suitable for remote-working, provided the appointee is able to attend the campus for face-to-face work when required.

Duties and Responsibilities

- Support the Head of Business Development and partner organisations with employer engagement, training and workforce needs analysis.
- Support with recruitment for learners/apprentices to progress onto pre-apprenticeship/apprenticeship programmes.
- Working with EDGE team members to co-ordinate on the delivery of the College's pre-apprenticeship and degree apprenticeships programmes between the employer, learner/apprentice and the apprenticeship team, acting as the day to day point of contact for the College's relationship with the employer for this pre-apprenticeship/apprenticeship and continually explore opportunities to further the College's relationship with the employer.
- Organise the support for each learner/apprentice from the start, to ensure the pre-apprenticeship/apprenticeship can be successful.
- Ensure completion of the termly Tripartite Reviews, and ensure that these are carried out in line with regulations.
- Monitor the learner/apprentice's off the job training and assist the employer and learner/apprentice with putting an action plan in place should a shortfall emerge.
- Where the learner/apprentice requires an action plan or a referral to other support services, ensure these are mutually agreed, monitored and completed in a timely manner.
- Organise and lead the Final Review, ensuring that a thorough assessment using evidence against the pre-apprenticeship/apprenticeship takes place and that the decision arising is made on this evidence, jointly with the employer and the learner/apprentice.
- For degree apprenticeships, work with EDGE team members to arrange the End Point Assessment as agreed with the employer and apprentice.

- Ensure that learners/apprentices are making progress in line with anticipated milestones and monitor individual progress and trends across the learner cohort, highlighting trends to the Business Relations Manager as part of the pre-apprenticeship/apprenticeship reviews each term.
- Identify and evaluate any risks to an individual learner/apprentice's or employer's programme success and escalate immediately to the College, taking appropriate action to control these risks as part of the overall programme review.
- Liaison with EDGE team members, the employer and the learner/apprentice to ensure that feedback, enquiries, issues, requests or complaints during the pre-apprenticeship/apprenticeship are monitored and actioned promptly.
- Ensure that Learner/Apprentice records are fully compliant with College's apprenticeship policies and procedures at all times. Participate in compliance and policy reviews as required.

About EDGE

EDGE (Experiential, Digital, Global, Education) is part of Northeastern's Global Network and is dedicated to designing and delivering work-related learning throughout the UK and internationally. The EDGE team work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The EDGE team currently delivers a growing portfolio of work-related learning aligned to digital transformation, data science, artificial intelligence, and project management.

Person Specification Criteria (Essential / Desirable)

Qualifications

- Honours degree or equivalent professional or vocational [D]

Key Criteria

- Experience managing employer and apprenticeships relations, preferably within Higher Education and/or Further Education [E]
- Strong communication (verbal and written) and relationship management skills, including effective stakeholder and partnership working [E]

- Ability to prioritise workload, exercise good time-management and the ability to work to deadlines, and excellent organisational skills [E]
- Excellent planning and project management capabilities [E]
- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [E]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [E]
- Willingness and capacity to undertake continuous professional development [E]

Application Process

Applications should be made via [this link](#) by 20:00 on 21 August 2022. Please reference your application “**ESM722**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.