

<b>Group Member:</b>		Luminate Group Services	
<b>Job Title:</b>		Achievement, Progress & Retention Manager	
<b>Reports to:</b>		Group Head of Apprenticeship Operations	
<b>Job Grade</b>	T3	<b>Department</b>	Apprenticeships

### SPECIFIC ROLE RESPONSIBILITIES:

1. This post holder will support the successful delivery of apprenticeships, working as an intermediary between the college, apprentices and our employer partners where necessary.
2. The post holder will help to ensure all apprentices have a timely progress review, provide intervention where apprentices are falling behind and work in partnership with employers to create action plans where necessary.
3. This post will work across both the Apprenticeship and Business Development functions, supporting the overall successful delivery of apprenticeships and maintaining positive employer relationships.
4. Sustain a thorough understanding of the present and anticipated needs of live apprentices across multi disciplines in order to carry out meaningful progress reviews.

### CORE RESPONSIBILITIES:

1. This post holder will work collaboratively and closely with curriculum areas across the group, providing support where appropriate and required in supporting apprentices in completing their apprenticeship programme in a timely manner.
2. The post holder will be an additional source of support and guidance to apprentices and their employers who may be facing difficulty on their apprenticeship journey. They will provide one to one support, creating action plans and sourcing solutions for all parties.
3. You will develop, produce and maintain audit reports based on finding, including actions and recommendations for internal and external audiences.
4. You will contribute to the preparation of external audits.
5. You will understand career and development plans, action plans, progress reviews, progress updates and recruitment forecasts.
6. You will maintain up to date knowledge of ESFA funding rules.
7. You will develop and extend links with employers, individually and collectively.

8. You will provide regular accurate reports identifying progress of live apprentices within their caseload for both internal and external use.
9. You will develop strong relationships with internal and external stakeholders enabling you to develop and present progress reports on a regular basis.
10. Any other duties that are specific to the department.
11. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
12. Ability to participate in evening/weekend work as required.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

##### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

##### **Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

##### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

##### **Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

##### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

##### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

## Person Specification

<b>Job Title:</b>	Achievement, Progress & Retention Manager
<b>Department</b>	Apprenticeships

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

### Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and Maths at Level 2 or above and a willingness to improve in one or both disciplines to level 3 or above	A / C
E	Q2. Level 3 Certificate in Assessing Vocational Achievement (CAVA) or equivalent experience	A / C
E	Q3. Relevant up to date provision knowledge and recent experience of assessing or managing assessors within the Further Education sector, specifically within apprenticeships.	A / I / P

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Recent experience of developing and delivering personalised support plans for both students and delivery staff.	A / I
E	EK2. Recent experience in leading the quality of apprenticeship provision either as an IQA, curriculum leader or similar.	A / I

E	EK3. Ability to build rapport and communicate effectively with a range of staff and students.	A / I / P
D	EK4. Experience of effective and impactful coaching and mentoring of delivery and assessing staff working within apprenticeship provision.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent written and verbal communication skills.	A / I / P
E	SC2. Ability to communicate effectively with students, staff, and stakeholders.	A / I / P
E	SC3. Strong interpersonal skills, including active listening and empathy.	A / I
E	SC4. Strong organisational and time-management skills to handle multiple tasks and meet deadlines.	A / I
E	SC5. Ability to prioritise workload and manage conflicting demands.	A / I
E	SC5. Experience using databases to process information and maintain records.	A / I
E	SC6. Proficiency with Microsoft Office applications, particularly Excel.	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I