



## **Role Specification**

**Title:** Craft Apprenticeship Assistant Manager (Temporary 2.5 Years Contract)

**Grade:** 7

**Unit:** Craft Apprenticeship

**Reporting to:** Manager Craft Apprenticeship

**Ref:** 453

## **Role Summary:**

SOLAS is recruiting a suitable candidate at Assistant Manager (Grade 7) level, this is a 2.5-year temporary role and will involve taking the lead on specific tasks within craft apprenticeship to support the Manager Craft Apprenticeship. The main focus will be on planning and scheduling, liaising with internal and external partners and stakeholders across all phases of the apprenticeship programme with responsibility for capacity planning, supervision, and monitoring of the apprenticeship schedule. This encompasses the development of capacity plans, monitoring the apprenticeship database and liaising with apprenticeship stakeholders on apprenticeship matters.

Managing the day-to-day activities involved with the running of 25 craft apprenticeship programmes. One specific area of responsibility will focus on apprenticeship analysis and identifying gaps in capacity. Other areas to include liaising with management and colleagues to action apprentice Appeals, RPL and complaints processes and Parliamentary Questions. There are currently (January 2023) over 26,000 apprentices currently in training and over 8,000 employers, with associated representative bodies. A new action plan for apprenticeship has been launched with SOLAS a key stakeholder in the implementation of the plan.

The successful applicant will lead on this brief, working closely with internal colleagues in SOLAS and with external partners.

## **Key Tasks/Responsibilities:**

1. Supervision of staff
2. Manage apprenticeship data analysis processes to estimate capacity requirements
3. Support planning capacity requirements for apprenticeship programmes
4. Devise and present capacity projections to management across all phases
5. Oversee National Craft Certification process
6. Develop and maintain statistical data and reports as required by management

7. Monitor the Apprenticeship Client Services System (ACSS) to identify improvements.
8. Develop and present a range of report findings from the Apprenticeship Client Services System (ACSS) to SOLAS management
9. Lead and facilitate meeting with internal units (IT) to progress priority work, resolve issues and agree timelines for actions
10. Support administration of periodic surveys and other feedback mechanisms with apprentices and employers
11. Support SOLAS management and National Apprenticeship Advisory Committee as required
12. Represent SOLAS on internal and external working groups and committees
13. Communicate and liaise with employers and apprentices
14. Undertake any other projects/tasks as required by Apprenticeship Services, including leading projects, drafting of policies and procedures
15. Continue to undertake professional and personal development

**Requirements:**

***Essential:***

- Experience of apprenticeship scheduling and planning process
- Experience implementing quality policies and procedures
- Experience of SOLAS apprenticeship systems
- Comprehensive knowledge of pre-2016 statutory Apprenticeships
- Demonstrated experience of leading and implementing projects
- Critical thinking ability with capacity to find creative solutions to existing problems
- Strong written and verbal communication skills
- Strong evaluation, synthesis and report writing skills
- Experience of a consultative and engaging approach to work
- Experience of successful internal and external stakeholder management

**Desirable**

- Knowledge of public procurement policies/procedures
- Comprehensive working knowledge of Microsoft Office Suite – including Access and Excel