



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

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|-------------------|--|--------------|---|-------------|----------------|
| JOB TITLE | Apprenticeship Coach and Reviewer | | | | |
| DEPARTMENT | National Centre for Food Manufacturing | | | | |
| LOCATION | Holbeach | | | | |
| JOB NUMBER | CHS034 | GRADE | 6 | DATE | September 2023 |
| REPORTS TO | Associate Professor | | | | |

CONTEXT

The National Centre for Food Manufacturing (NCFM) requires an Apprenticeship Coach to join our nationally leading apprenticeship team, supporting apprentices in many of the UK's leading food manufacturing businesses. The NCFM is a major resource for the UK's food manufacturing sector delivering skills, research, and support for innovation in partnership with over 250 leading food businesses.

The post holder will have significant experience of working in a manufacturing industry (ideally food manufacturing), along with a passion for developing the skills of teams and individuals. Whilst experience of delivering training and assessment linked to apprenticeships is highly desirable, it is not essential, and the role would suit an industry professional looking for a career change and an opportunity to use their experience to benefit others.

The NCFM is a satellite campus of the University, head-quartered on the South Lincolnshire Food Enterprise Zone in Holbeach in South Lincolnshire. Part of the Lincolnshire Institute of Technology (IoT) the NCFM has outstanding sector-focused facilities, including a state-of-the-art food factory demonstrating cutting edge food automation, Digital Food Manufacturing Technologies Centre and flagship Centre of Excellence in Agri-food Technologies. Our clients include Coca-Cola, Bakkavor, Kraft Heinz, Nestle and other leading businesses.

All our students are apprentices who study part-time, with distance learning supported by block release with electronic platforms Blackboard and OneFILE used for delivery. The role involves undertaking progress reviews with apprentices (mostly but not exclusively on-line) and liaising with employers and academic tutors and support services to aid the progress of apprentices and ensure successful outcomes for learners and their employers. NCFM's apprenticeships span Level 3 to Level 6, across a range of occupational routes; technical, processing and operations, supply chain and engineering. This post can be predominantly based on home working with agreement to attend the office for meetings and to travel to meet apprentices as required.

You will be part of a dynamic team of professionals who are adept at working with businesses and supporting apprentices. The postholder will follow standard University guidelines and procedures and is also expected to use their judgement to deal with queries and problems on a daily basis.

JOB PURPOSE

The Apprenticeship Coach role is focused on helping to ensure an exemplary learning and engagement experience for apprentices and their employer. As such, the post holder will support the personal development of apprentices to both ensure their success and secure ongoing employer engagement and satisfaction with the scheme. The post holder will support apprentices in a range of occupations, working from Levels 3 to Level 6 in technical, processing and operations, supply chain and engineering roles.

The post holder will provide support with individual learning planning and coaching of apprentices in order to develop and evidence the individual knowledge, skills and professional behaviors required for their apprenticeship. The Apprenticeship Coach will help ensure that communication with all parties supporting apprentices i.e. employers, tutors and other stakeholders is coordinated and effective

KEY RESPONSIBILITIES

Support to Programme Teams

- Work with the Deputy Heads of school / Associate Professors / Programme Leads to ensure the programme runs smoothly and apprentices are well supported.
- Be responsible for designated cohorts of apprentices undertaking the apprenticeships, assisting with liaison and the coordination of activities.
- Be the key point of contact for and between mentors, line managers and university apprenticeship teams ensuring apprentices and mentors have an accurate view of the programme and its delivery arrangements, and that apprentices are appropriately safeguarded.
- To assist central university teams by overseeing the initial learner assessment and completion of the commitment statement prior to allocated cohorts starting on programme.
- Liaise with the Programme Leads and academic staff to ensure high levels of integration between delivery of the academic programme and development of skills and behaviors, attending workshops/ teaching sessions as required and appropriate.
- Work with programme administration colleagues to ensure that enrolment is effective and maintained as such.
- Participate with learner recruitment and on boarding as required.

Work Based Tutor responsibilities

- Participate in programme delivery, notably: involvement in induction; leading on-campus and remote scheduled learning reviews and assessment with students in the workplace; provide support and guidance in the development, review and maintenance of a learning plan that underpins the apprentice's programme.
- Support both face-to-face and on-line study including facilitating: Reflection; the undertaking of personal development; effective learning skills; directing apprentices to resources and learning portals.
- Provide pastoral support to maximise each learners' engagement with their apprenticeship programme.
- Ensure records are complete, and activities compliant, with ESFA and EPAO requirements.
- Use judgement and effective communication to determine when to escalate issues to the senior Academic staff /or other colleagues.
- Engage in appropriate professional development activities relating to teaching, learning, and assessment for apprentices.
- Share good practice across the team of Apprenticeship Tutors.

Facilitate progression of learners

- Facilitate progression and achievement of allocated students/cohorts by continuous review progression and achievement data.
- To support learners on apprenticeship programmes to successfully develop and evidence skills and competence in their roles.
- Monitoring implementation of the learner commitment statement including the employer's commitment to providing time for off-the-job activity.
- Liaison with the line-manager to support the implementation of knowledge in the

workplace and development of skills and behaviours.

- Accurately record apprentice progress and achievement.
- Advise on the development of the portfolio and towards preparation for gateway and end-point-assessment.
- Plan and conduct Tripartite Review Meetings on a regular basis in accordance with due process, and any other additional meetings relating to employer activity and learner progress.
- Communication as required with the employing organisation's representatives regarding apprentice progression and development.
- Visit apprentices in the workplace and provide effective feedback, support and guidance to improve performance.
- In liaison with the apprenticeship programme team, work with the apprentices who are failing, considering leaving, wishing to take a break in learning (e.g. suspension of studies, mitigating circumstances) or have a long-term illness.
- Maintain accurate records of learner progress in accordance with the latest ESFA funding rules and university procedures.

Use data to benchmark progress and achievement of both apprentices and cohorts of students and identify and act on trends as appropriate.

Employer engagement

- Provide support and advice to employers regarding the readiness for gateway and end point assessment.
- Maintain and develop relationships with line managers/mentors/Practice Supervisors/Assessors using appropriate channels – in particular to monitor apprentice progress at work and update line managers/mentors about the programme and their apprentice's progress at university.
- Provide information, advice and guidance to both current and prospective learners and employers.
- Foster and maintain good working relationships with external stakeholders including employer clients and end-point-assessment organisations /external examiners where appropriate.
- Work constructively across teams to improve services and professional practice.
- In partnership with the Office for Apprenticeship and Skills and the School, foster collaborative relationships with employer partners through activities such as employer forums and appropriate meetings.
- Contribute to open days and recruitment outreach activity to promote the apprenticeship opportunities on behalf of employers and university.
- Maintain and foster the high reputation of the University in external settings.

Other Duties

- Contribute to the work of internal and external committees and working groups as an active and knowledgeable member, ensuring that information is fed back to the benefit of the team.
- Participate in University events and activities, such as student enrolment and award ceremonies as and when required.
- Maintain confidentiality in respect of all areas of the job responsibilities and to be aware of current University policy on the Data Protection Act (2018).
- Comply with the University’s Health and Safety and Equality and Diversity Policies in the undertaking of the job responsibilities and to observe other University requirements relevant to the duties of the post.
- Maintain and develop own knowledge in order to improve practice and maintain contractual compliance; attend training and development sessions.
- Undertake any staff development deemed necessary for the effective performance of duties assigned to the post.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

The post holder will be an experienced team member, who will largely manage their own time and determine priorities in order to achieve the required output.

The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems.

Key working relationships/networks

| Internal | External |
|--|--|
| <ul style="list-style-type: none"> • Pro Vice Chancellor/Head of College • Academic Staff in the Department/College • Students in the Department/College • Other administrative staff in the College. • Office for Apprenticeships and Skills • Registry Staff • Student Services, including the Disability Service • Student Support Centre • Secretariat Staff • Office of Quality and Standards • Estates Services | <ul style="list-style-type: none"> • Employers • External examiners • Professional and accrediting bodies • Partner College staff (academic and administrative) • Former Students |



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

UNIVERSITY OF
LINCOLN

| | | | |
|------------------|----------------------|-------------------|--------|
| JOB TITLE | Apprenticeship Coach | JOB NUMBER | CHS034 |
|------------------|----------------------|-------------------|--------|

| Selection Criteria | Essential (E) or Desirable (D) | Where Evidenced Application (A) Interview (I) Presentation (P) References (R) |
|--|---------------------------------------|--|
| Qualifications: | | |
| First Degree or equivalent occupational experience in Food Science, Technology, engineering or relevant manufacturing discipline | E | A |
| Hold awards in Teaching and/or Training | D | A |
| Coaching and Mentoring qualification or willing to work towards one | D | A |
| Experience: | | |
| Knowledge & Experience of effective facilitation and mediation | E | A/I |
| Manufacturing experience (ideally food manufacturing) | E | A/I |
| Relevant experience within training, education or work-based learning | D | A/I |
| Skills and Knowledge: | | |
| Ability to manage multiple priorities | E | A/I |
| Effective communication skills, both oral and written, with the ability to collate and present information to others. | E | A/I |
| Competent in a range of IT software including Word and Excel | D | A/I |
| Experience of supporting learning within a workplace environment | D | A/I |
| Experience of employer engagement with demonstrable experience of building positive working relationships with multiple stakeholders | E | A/I |
| Competencies and Personal Attributes: | | |
| Ability to command the respect of colleagues, with a professional approach to work | E | I |
| An effective team member | E | I |
| A demonstrable commitment to providing a customer-orientated service and enhancing the "student experience" | E | I |
| Personal commitment to equality and an understanding of what this means in practice. | E | A/I |
| Proactive solution focused problem-solving abilities | E | I |
| Effective facilitation, mediation and negotiation skills | E | I |
| Ability to manage time effectively and work autonomously | E | I |
| Must have access to personal transport and be willing and able to travel. | E | I |

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

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| Author | LG | HRBA | DB |
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