



Service Delivery Manager

Reference: 0128-23

Grade: 7

Salary: £28,929 to £34,314 per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose

To provide a full administrative and reporting service for the University, with a particular focus on degree apprenticeships. To oversee the delivery of services to employers, partner organisations and Schools in the University and consistently provide high levels of customer service.

Main Contacts: Employers (new and existing), professional bodies, other training providers/partner organisations, Programme Directors, academic and professional services staff across the University.

Responsible to: Head of Apprenticeships

Main duties and responsibilities

- ▶ Provide an excellent service in line with key performance indicators to Schools within the University and to employers, to include holding regular meetings and performance reviews.
- ▶ Actively promote the work of the Central Apprenticeships Team to Schools within the University and external stakeholders. Attend meetings on behalf of the team, where appropriate.
- ▶ Act as a central point of contact for employers sponsoring degree apprentices at the University regarding the delivery of services, maintaining an open channel of communication between both employers and the University.
- ▶ Create and maintain a stakeholder service level agreement and monitor performance against it, with the support of the Apprenticeships Operations Manager.
- ▶ Build and maintain excellent working relationships with employers and other partner organisations which may involve travel from time to time.
- ▶ Oversee the collation and organisation of the management information dashboard, interpreting and presenting the key performance indicators to employers.
- ▶ Working with the wider Business Engagement team in Research & Knowledge Exchange to provide relevant and timely responses to employer and apprentice enquiries and opportunities to work with employers.
- ▶ Ensuring compliance for all legislative changes being brought about by the apprenticeship funding reforms, which includes contracting with employers and keeping an accurate and up to date ESFA Evidence Pack for each employer.
- ▶ Interpret apprenticeship funding rules and provide advice to employers, and also support to internal stakeholders.
- ▶ Keep up to date with all apprenticeship legislative changes by reading newly published guidance, attending workshops and conferences; share this knowledge with the team and ensure compliance.
- ▶ Liaise with Legal Services in relation to apprenticeship agreements and any changes required.
- ▶ Raise purchase orders and invoices for goods and services and liaise with the Finance Department to resolve issues relating to payment of fees.

- ▶ Contribute to the Individualised Learner Returns and liaise with Academic Services to ensure information is provided accurately and on time and SITS (student records database) is updated to record student information.
- ▶ Ensure that all processes are operating at their most efficient, identify and develop new ones as required and contribute to updating Operating Manuals documenting all processes to ensure transparency.
- ▶ Supporting the wider Apprenticeship team and ensuring that a positive and professional culture is operating.
- ▶ Working flexibly as a member of the Apprenticeship team, providing cover to other areas of the wider professional services team as needed and equally receiving support from other areas at times of high workload or absence. Examples include attending events, enrolling apprentices, responding to prospective company and apprentice enquiries.
- ▶ Undertake other duties and responsibilities appropriate to the role of Service Delivery Manager as may be designated from time to time by the Apprenticeships Operations Manager.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<p>A levels or equivalent.</p> <p>GCSE or equivalent in English and Mathematics Grade C.</p>	Application form
Experience	<p>Current experience of working in a customer facing environment, particularly with employers.</p> <p>Use of databases, including updating and maintaining.</p> <p>Setting up new administrative systems and processes.</p> <p>Knowledge of degree apprenticeships.</p>	Application form and interview
Aptitude and skills	<p>The ability to understand complex information and convey this to the team.</p> <p>Excellent prioritisation and organisational skills and the ability to work to strict deadlines.</p> <p>The ability to communicate confidently both internally and externally to employers in a professional manner.</p> <p>Stakeholder liaison and management</p> <p>Excellent IT skills, including use of Microsoft Office.</p> <p>Accuracy in recording information.</p> <p>The ability to use initiative and to be proactive in solving queries</p> <p>Strong team-working skills.</p> <p>Ability to adapt to change.</p> <p>The ability to prioritise workloads and work under pressure.</p>	Application form and interview

	Essential	Method of assessment
Other	Willingness to travel to employers, partner organisations and apprenticeship-related events and possibly overnight stays.	

	Desirable	Method of assessment
Education and qualifications	Degree level or equivalent ECDL or equivalent IT qualification.	Application form
Experience	Experience in dealing with students/apprentices. Operating within university administrative systems and procedures. Good working knowledge of SITS student records database or equivalent and Aptem apprentice management system or equivalent Experience of working in the area of apprenticeships and the legislation and government rules. Experience of working with employers and managing clients.	Application form and interview

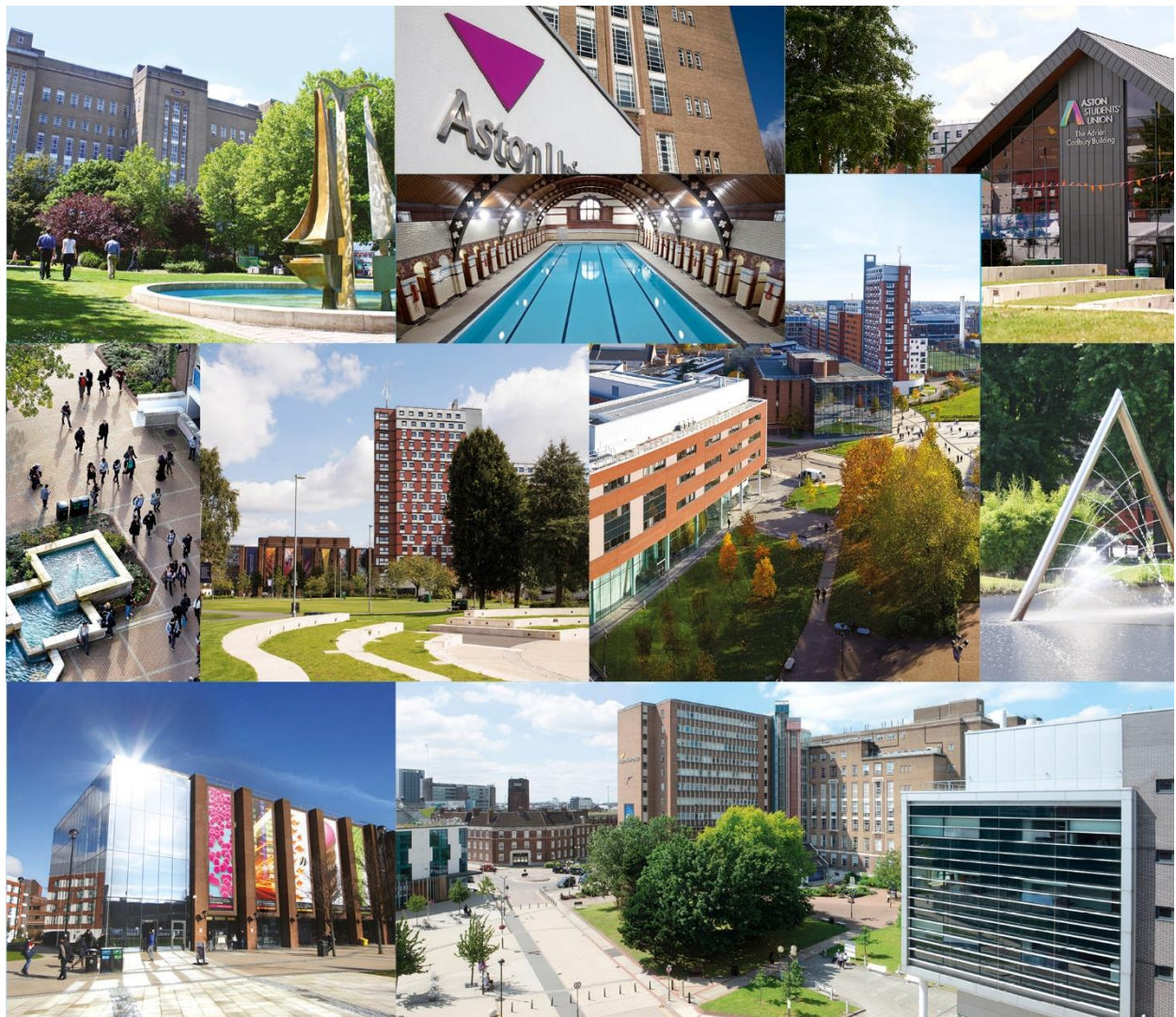
How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Terry Hodgetts

Job Title: Director Of The Centre For Executive Development

Email: t.hodgetts@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure

that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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