



*Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).*

## About the Role – Employment Details

Post Number	A138
Job Title	Onboarding and Assessment Lead
Salary	£33,472.35
Contract Type	Full Time - Permanent
Campus	Gloucester / Cheltenham / Forest of Dean
Department	Employer Training and Apprenticeships
Reporting To	Apprenticeship Operations Manager
Holiday	32 days' annual leave, increasing to 37 days after 5 years', plus an additional 3 days during Christmas closure.
Pension	People's Pension - 6% matched contribution

## About the Role – Meet the Team

Gloucestershire College is recruiting an Onboarding and Assessment Lead to join our Apprenticeships and Employer Training team.

In this role, you will lead our Recruitment and End Point Assessment Administration teams, making sure applicants, apprentices, and employers receive a smooth and supportive experience from first enquiry through to enrolment. You'll oversee interviews, onboarding, curriculum setup, and key compliance checks, ensuring everything meets funding rules and College requirements. You'll support your team through regular one-to-ones and development conversations, helping them grow and deliver a high-quality service. You'll also work closely with Apprenticeship Managers, MIS, and the Operations and Training Coordinator to keep processes accurate, efficient, and up to date.

This is a hands-on, people-focused role where you'll be the main point of contact for apprenticeship queries, help improve systems and documentation, and contribute to reports and quality assurance activity. You'll also represent the College at events and support communications to learners.

## About the Role – Duties and Responsibilities

### Team Lead and Support

- Support the Apprenticeship Operations Manager in the day-to-day coordination of the Recruitment and End Point Assessment Administration teams.





- Provide first-line supervision to staff, including workload management, day-to-day guidance and support, and escalation of issues where required.
- Conduct regular one-to-one meetings and contribute to Professional Development Conversations (PDCs), supporting staff engagement, performance and development.
- Support team recruitment, induction and training, ensuring staff are confident and up to date with processes and funding requirements.

### **Operational Delivery**

- Coordinate daily operational activity to ensure recruitment, enrolment and EPA administration processes run smoothly and to agreed service standards.
- Support the monitoring of team KPIs and SLAs, highlighting risks or issues to the Apprenticeship Operations Manager and contributing to improvement actions.
- Act as a key point of contact for apprenticeship-related queries, including eligibility, funding rules, IAG, course information and recruitment and enrolment processes.

### **Apprenticeship Recruitment and Enrolment**

- Support the coordination of apprentice enrolments, ensuring required documentation is completed accurately and in line with ESFA/DfE funding rules and college procedures.
- Assist with the preparation and checking of apprenticeship cost breakdowns and enrolment documentation, working closely with SPO and escalating discrepancies as needed.
- Support Apprenticeship Managers with curriculum setup tasks, ensuring course information is accurate and compliant prior to publication.
- Coordinate the applicant interview process, ensuring applicants receive accurate information on eligibility, funding and next steps.

### **Quality Assurance, Compliance and Audit**

- Support the Apprenticeship Operations Manager with audit preparation and quality assurance activity across recruitment, enrolment and EPA processes.
- Carry out routine checks to ensure compliance with internal systems, funding requirements and contractual obligations, escalating issues or risks appropriately.
- Assist with apprenticeship subcontracting administration, including documentation checks, learner eligibility evidence and preparation for quality assurance visits.





## **Continuous Improvement and Systems**

- Identify opportunities for process improvement within day-to-day operations and contribute ideas for more efficient ways of working.
- Work with MIS to assist with maintaining and updating operational documentation, templates and guidance materials.
- Support the consistent application of agreed processes across the team.

## **Communication, Reporting and Engagement**

- Contribute to internal reporting on apprenticeship recruitment activity, enrolment volumes and operational issues for the Apprenticeship Operations Manager and wider team.
- Work collaboratively with the Admissions Manager and wider teams to ensure communications to learners are timely, clear and accurate.
- Represent the apprenticeship team at open evenings and events, supporting promotion of the apprenticeship offer to prospective applicants.

## **Resources and Administration**

- Support departmental purchasing activity, including processing requests, basic record-keeping and assisting with monthly credit card reconciliations.
- Ensure essential resources and equipment are available to support safe and effective delivery.

## **About the College – Our Expectations**

- Take an active part in Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post





## About You

### Our Shortlisting Criteria

<b>Essential</b>	<ul style="list-style-type: none"><li>• Strong working knowledge of apprenticeships to include DfE/ESFA funding rules and compliance requirements</li><li>• Experience of audit preparation and quality assurance activity</li><li>• Experience of working with MIS systems and data management</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Experience of managing EPA administration</li><li>• Experience of working with subcontracting provision</li><li>• Knowledge of tendering or bid-writing processes</li><li>• Experience within a further education or training provider setting</li><li>• Line management experience, including staff development and performance management</li></ul>

### The Perfect Person for us will demonstrate

<b>Abilities</b>	<ul style="list-style-type: none"><li>– Able to give feedback to staff positively and have proven team working skills.</li><li>– An able and clear communicator with learners, staff and external agencies, including written, oral and non-verbal communication.</li><li>– Able to plan and manage time and workload effectively and efficiently</li><li>– Approachable, flexible and amenable.</li><li>– Able to plan and manage own time as well as teams time effectively to manage a demanding workload whilst maintaining standards.</li><li>– Methodical approach an attention to detail.</li></ul>
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**Job  
Circumstances**

- Able to travel between college sites and employer / apprentice locations both within and outside of Gloucestershire.
- Undertake any training required for the role
- Hold an Enhanced DBS check or be willing to undertake a check.
- This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.

*Gloucestershire College is committed to safeguarding children and vulnerable adults and any offer of employment will be subject to a number of conditions.*

*If you are shortlisted, you will be asked to complete a self-declaration of your criminal record or any information that would make you unsuitable to work with children. Generally, we are permitted to ask whether an applicant has any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance, as defined by The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). This Order sets out the circumstances in which an individual can be asked about spent convictions (but not protected convictions or protected cautions) and when an employer can consider these. This includes "any employment as a teacher in a school or establishment for further education and any other employment which is carried out wholly or partly within the precincts of a school or establishment for further education, being employment which is of such a kind as to enable the holder to have access to persons under the age of 18 in attendance at the school or establishment for further education in the course of his normal duties."*

*As this role involves engaging in "regulated activity" relevant to children, and in line with our legal obligations, before filling out this application you should be aware that it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.*

*In line with KCSIE and having regard to all relevant guidance, there is a requirement for providing satisfactory references and online searches. The purpose of this search is to identify any incidents or issues that have happened, and are publicly available online, which we may need to explore further as part of our pre-screening checks. The level of check undertaken will be consistently applied across all applicants and may include both social media and a general internet search.*

