



Post Title: Apprenticeship Brokerage Manager

Reports to: Head of Business Engagement

Directorate: Productivity & Skills

Direct Reports: 3

Date: January 2019

Role Purpose:

To lead the development and implementation of the Apprenticeship Brokerage Service, a first class customer facing service to employers to facilitate the development of high quality apprenticeship places within the West Midlands Combined Authority area. To be delivered through the engagement and collaboration with a range of stakeholders (Higher Education, Further Education colleges, training providers, Local Enterprise Partnerships and Local Authorities)

Accountabilities (Deliverables):

- Lead the successful development and implementation of the Apprenticeship Brokerage Service.
- Develop and maintain a detailed understanding of current apprenticeship provision and areas requiring development to meet regional needs.
- Ensure that the supply of apprenticeship training meets demand from employers by working with deliverers of apprenticeship training to develop their offer to meet requirements at a regional level
- To ensure that best practice is utilised in all aspects of managing apprenticeships and to ensure that all members of the Productivity & Skills team are familiar with these practices and protocols.
- Lead all contract and procurement requirements for any funding solutions that develop throughout the delivery of the service
- Dealing effectively with issues arising from the business community on apprenticeship growth in conjunction with the wider team in order to resolve them whilst maintaining the goodwill of the business and training provider community.

Responsibilities (Duties):

- Build and develop a portfolio of relevant stakeholders who can directly support employers with the creation of suitable, high quality apprenticeship places.
- Ensure supply meets demand by analysing and interpreting management information to support the development of relevant provision in the WMCA area and support the decision making process with regards to interventions.
- Effectively manage the contract/procurement processes involved in administering any funding solutions available to support implementation, monitoring the use of funds, making recommendations and intervening where necessary.
- Providing relevant stakeholders, including employers with expert advice and skills consultancy on apprenticeships, so they understand how they are placed in the wider skills landscape and complement other provision. This complements the work of the National Apprenticeship Service who retain responsibility for the national promotion and development of opportunity.
- Managing the risks related to WMCAs apprenticeship levy offer and assisting the Head of Business Engagement in providing solutions when required.

- Ensure CRM records are accurate and up to date for your portfolio.
- To develop effective working relationships across the WMCA teams to ensure good project planning, robust financial processes and assurance arrangements are in place for the Apprenticeship Brokerage Service.
- To adhere to all policies, practices and procedures with regard to financial management, legal matters including procurement and those associated with the workforce including Health and safety promoting employee engagement and ensuring good practice is in place.
- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

Qualifications:

(The qualifications below are not necessarily required in all cases, but indicate the level of intellect required to perform the duties of the post).

- A relevant degree, management qualification or equivalent would be essential with demonstration of continuous professional development and post-graduate qualifications desirable.

Corporate Competencies:

Theme	Competency
Thinking & innovation	Seeking knowledge
	Creating Ideas
	Flexible thinking
Performance & delivering	Making it happen
	Improving performance
	Exceeding customer expectations
Working together	Communicating
	Team working
	Influencing
Personal impact	Developing people
	Inspiring confidence
	Understanding people

Skills/Knowledge/Experience:

- Proven experience relating to the development and delivery of apprenticeship advisory services to employers
- An understanding of the wider employment, skills and training landscape
- Excellent knowledge of apprenticeships, apprenticeship levy, standards their development and implementation
- Demonstrable knowledge of the West Midlands economic and political landscape
- Experience of working at senior levels within organisations.



- Proven ability to solve complex problems and identify innovative solutions that go beyond your immediate sphere of influence
- Proven experience in managing and monitoring programmes and performance effectively and setting clear objectives for review and delivery.
- Strong influencing and negotiation skills
- Strong analytical and research skills with the ability to use evidence to support decision making.
- Understanding of the political processes and experience of managing politically sensitive issues both at a strategic and local community level.
- Ability to remain calm and professional at all times
- An effective communicator with the ability to communicate complex ideas
- Ability to work in a pressurised environment and manage competing priorities whilst delivering on a broad range of projects and adapting to changing circumstances and priorities.
- Ability to translate strategy by leading and performing work with significant independence.
- Personal and professional demeanour / credibility which will command the confidence of key stakeholders, staff, the local community, public and private sector partners and fosters a positive reputation for the WMCA
- Acts in a collegiate and collaborative style that engages with people at all levels and promotes positive relationships.
- Decisive and effective decision-maker who leads by example.
- Commitment to delivery, quality and equality of access processes.
- Clear communicator with highly developed oral, written and presentation skills.

Other:

This role may require periods away from the office base, some on-site work with Stakeholders and may require work outside normal working hours.