

Role Profile: Assistant Apprenticeship Resourcing and Quality Manager**Team/Location:** Managed Learning Services / Saltash**Reporting to:** Apprenticeship Resourcing and Compliance Manager**Job Level:** Level 4**Purpose...**

Through great supplier relationships, you will manage a variety of sourcing activities to deliver best in class apprenticeship solutions to our clients that deliver value, quality, innovation and performance.

Through effective internal communication, you will support the Compliance Manager with management of the Hemsley Fraser Quality Management system and ongoing compliance to the ISO9001 accreditation.

You will be...

- Driven to do a great job, and at your best when managing different priorities and client apprenticeship needs. You will be focused on balancing the needs of our suppliers, customers and Hemsley Fraser through all that you do.
- Someone who takes pride in what you do, who people want to work with and able to focus on establishing rapport quickly with many people while nurturing relationships to achieve long-term, mutually beneficial outcomes.
- Constantly learning to build your knowledge and understanding of the complexities surrounding the Apprenticeship Levy and resulting supplier landscape.
- Building confidence to lead a client through the complexity of the ever changing apprenticeship landscape, offering advice and support that delivers results and exceeds expectations.
- Someone with an appetite to develop knowledge and expertise in the ISO9001 Quality accreditation.
- A genuine problem solver, able to easily resolve day to day challenges with the goal of continuous improvement.

The role is...

- To understand client requirements, determine the scope of learning needs, to research and map these to the correct standard and to influence suppliers to deliver an exceptional learner experience.
- To be responsible for conducting negotiations and producing agreements in line with Hemsley Fraser, ESFA apprenticeship funding rules and customer expectations.
- To develop specialist knowledge within the apprenticeship landscape and share market insights with your colleagues and clients.

- To work alongside the Compliance Manager to support the internal audit team and encourage adherence across the business to our internal Quality Management system processes.
- To maintain and update accurate and timely information on appropriate HF systems.

You will have...

- The ability to establish strong apprenticeship supplier relationships that create loyalty and drive value for your customer.
- An understanding of the ESFA apprenticeship funding rules to ensure supplier / client contracts are compliant.
- Experience of rapidly identifying and responding to issues, with evidence of your ability to find solutions that deliver enhancements and prevent recurrence.
- Demonstrable negotiation skills, able to adapt and identify innovative opportunities to add value.
- Proven autonomy and a proactive approach to managing your own workload.
- Assertiveness and confidence to constructively challenge clients, suppliers and colleagues.
- An understanding of BSI ISO 9001 and a desire to carry out internal audits and share best practice.
- Good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).
- Competent with MS Office, including Microsoft Excel.

Success in the role is...

- Excellent 360 feedback from your clients, your suppliers, your team and the learner.
- Personal delivery against SLAs/KPIs.
- Accuracy of reporting and tracking.
- Timely and effective management of your enquiries.
- Effective negotiations that delivers value to our clients' apprenticeship strategy.
- Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.