



**London
South Bank
University**

EST 1892

**LONDON SOUTH BANK UNIVERSITY
Vice Chancellor and Chief Executive: Professor David Phoenix**

SCHOOL OF APPRENTICES

APPRECTICESHIP ACCOUNT MANAGER

REQ2120

The University

London South Bank University (LSBU) is one of London's largest and oldest universities. LSBU is an enterprising, civic university that tackles real-world challenges. Since 1892, LSBU has been providing relevant, accredited and professionally recognised education.

The majority of courses are accredited by professional bodies, and many feature placements and opportunities for work experience, which allows students to take advantage of the links the university has built with industry. Academic staff are often industry professionals who continue to foster working relationships in their respective fields.

LSBU's mission is to be recognised as an enterprising civic university that addresses real world challenges.

Academic Structure

The University has seven schools of study:

Applied Science
Arts & Creative Industries
Built Environment & Architecture
Business
Engineering
Health & Social Care
Law & Social Science

Teaching and the main administration is conducted at the Southwark Campus for all courses, except the professional courses in nursing, midwifery, health and social care, which are also offered at Havering.

Management Structure

The Chief Executive of London South Bank University is the Vice Chancellor who is supported by an Executive Team consisting of a Deputy Vice-Chancellor, two Pro Vice-Chancellors, Executive Director of People and Organisation, Chief Operating Officer, Chief Finance Officer, and the University Secretary.

The Executive provides support to University Board and the Vice-Chancellor in the execution of their responsibilities. The Executive engages in strategic planning for the University that will require increased awareness and exposure to developments outside the institution. The Executive has primary responsibility for development of proposals to the Board and for delivery of the medium term strategy.

In particular, the Executive makes recommendations to the Vice Chancellor on the following:

- The education character and mission of the University.
- The development and delivery of strategies to achieve the character, mission and goals of the university.
- The opportunities and challenges faced by the University and its subsidiaries
- The medium term strategy for approval by the Board

Members of the Executive are expected to act as a team and to conform to the values set out in LSBU's behavioural framework.

Below the Executive is an Operations Board.

The Operations Board comprises the collective senior management of the University. The Operations Board provides a vehicle to ensure effective oversight of, and accountability for performance management and detailed operational management.

Responsibility for operational management lies with each member of the Operation Board, but the Vice Chancellor expects that management responsibilities should be devolved to the lowest level commensurate with efficiency, effectiveness and accountability.

The Operations Board advises the Vice-Chancellor/Chief Executive on the following issues:

- The strategic leadership and overall management of the University.
- The development of an integrated corporate plan designed to deliver the vision and medium term strategy.
- The efficiency and effectiveness of the University's operations.

Members of Operations Board are expected to act as a team and to conform to the values set out in LSBU's behavioural framework.

In the first instance the LSBU Operations Board will comprise of:

The Executive; Deans of Schools; Director of Academic Related Resources; Director of Enterprise; Director of Planning, Information Reporting; Director of Marketing and UK Student Recruitment, and Director of Estates.

Academic Facilities

The Perry Library at the Southwark Campus houses over 400,000 books and provides access to over 60,000 journals in print and online. As well as staying open till midnight during term, members of the University can access its electronic resources via the internet. The Learning Resources Centre provides over 400 personal computers on open access (also until midnight) together with training, help, and advice. There are also libraries and IT provision at the health campuses.

Leisure and Entertainment

The new Student Centre is home to a range of activities and support for students including the Students' Union which supports numerous societies ranging from cultural, such as African, Asian and Chinese, to the mainly social societies such as the D-Zone groups for those into dance music. An Athletic Union works within a central University Sports Academy, with a gym, fitness centre and sports hall located at the London Road building.

Accommodation and Student Welfare

Around 1,200 hall places are available close to the main campus at Southwark, with many rooms having en-suite facilities. The University guarantees accommodation to international students and gives priority to first and final year undergraduates.

JOB SPECIFICATION

School/Department: School Of Apprentices

Job Title/Grade: Apprenticeship Account Manager

Reporting to: Business Development Manager

Purposes of the post

London South Bank University is at the forefront of Higher and Degree Apprenticeships delivering industry responsive apprenticeships and higher level skills to local businesses and local people.

Your role will to build and sustain relationships with employers and their apprentices by understanding their business needs and providing an outstanding account management service for the duration of their relationship with London South Bank University. This is a customer facing role, part of a wider apprenticeship team providing business development and operational support.

MAIN ACTIVITIES AND RESPONSIBILITIES

1. Establish and maintain strong client relationship through on going structured contact, including regular face to face meetings, telephone and email contact
2. Provide exceptional customer service and a full account management service
3. Identify opportunities within the client's organisation to broaden apprenticeship delivery
4. Work in collaboration with clients to develop and ensure a consistent and robust pipeline of apprentices
5. Assist clients with all aspects of apprentice recruitment including advertising apprenticeship vacancies through various channels and hosting recruitment activities.
6. Provide clients with accurate and timely performance reports

7. Work with the Business Development Manager to strengthen relations with and contribute to key external partnerships including local community organisations and industry bodies
8. Develop and maintain excellent working with internal stakeholders, including academic schools to build a strong understanding of apprenticeships and employer requirements
9. Identify, represent and support the University's attendance at relevant external meetings, visits and events ensuring that LSBU is well represented and that our core offering is understood by the market
10. Keep clear, accurate records of all apprenticeship activity and agreements including updating the CRM
11. Facilitate employer voice' activities including the ESFA employer satisfaction survey and employer focus groups
12. Maintain and develop relationships with local delivery partners
13. Contribute to tender submissions
14. Take on such duties and responsibilities as delegated by Head of Apprenticeships or Director (as required)

SELECTION CRITERIA

Qualifications:

- A. Degree in Business, or equivalent work experience (essential)

Experience/Knowledge

- B. Candidates must understand the apprenticeship levy and be able to provide eloquent and pro-active first class customer service (essential)
- C. Proven relationship/account management experience (essential)
- D. Ability to effectively communicate account performance by producing all necessary reports and management information in a timely manner. (essential)
- E. Advanced presentation skills (essential)
- F. Strong IT Skills with a minimum of intermediate skills in Word, Excel and PowerPoint (essential)
- G. Experience of working in a similar role within an apprenticeship training provider (Desirable)

Behavioural Competencies

- H. Self-starter with advanced organisational ability, excellent planning and prioritising capabilities (essential)
- I. Excellent networking skills and the ability to develop and grow sustainable relationships. (essential)
- J. Commitment to first class customer service and achieving high quality outputs and outcomes (essential)
- K. Hands on approach to problem solving, identifying issues and using initiative and available resources to ensure the client service level is upheld. (essential)

- L. Ability to cope with conflicting demands and to prioritise tasks. (essential)
- M. Strong motivation and a positive approach to team working and building new client and business relationships. (essential)
- N. Must be comfortable working towards defined goals (essential)

Other Requirements:

Ability to travel, work evenings and occasional weekends

CONDITIONS OF SERVICE

This post is graded at Grade 6 The full time salary range is £30,838 to £35,947 per annum, inclusive of £4,343 London Weighting per annum.

The basic working week will be 35 hours, worked from Monday to Friday; 9.00am to 5.00pm, with a one hour unpaid lunch break each day.

Annual Leave commences at 26.5 working days per annum plus public and bank holidays and days when the University is closed.

The successful candidate will serve a 20 week probationary period and an interim report will be made at the end of 12 week's service.

All appointments are subject to the receipt of references satisfactory to the University. It is standard procedure to apply for references only for the successful candidate.

Offers of appointment are subject to proof of permission to work in the UK in accordance with the *Immigration, Asylum and Nationality Act 2006* and original documentary evidence will be required.

The successful candidate will be required to complete a pre-employment medical screening questionnaire, and may be required to undergo a medical examination prior to a written offer of employment being made.

The University offers automatic membership to the Local Government Superannuation Scheme (LGPS) which is a defined benefit occupational pension scheme. The benefits under the Scheme are based on length of membership and Career average salary. Contribution rates vary according to the level of pensionable pay. Details of the contribution rates and pay bands, together with details of the Scheme can be found in the London Pensions Fund Authority (LPFA) document:

<http://www.yourpension.org.uk/LPFA/In-The-Scheme/Guides--FAQs-and-Factsheets.aspx>

RETURN OF APPLICATION FORM

Please follow the instructions under the relevant vacancy on the LSBU website and upload your CV and Cover Letter. You will receive an email confirmation that your application has been received.

A further letter will be sent only to short listed candidates. If you have not heard from the University within three weeks of the closing date, please assume your application has been unsuccessful.

EQUAL OPPORTUNITIES POLICY STATEMENT

The University is committed to equality of opportunity both as an employer and as an educational institution.

The University will promote good relations among its staff and students and will create conditions which contribute to the full development and potential of all its members.

NO SMOKING POLICY

Applicants will wish to note that the University has a no smoking policy which means that smoking will not be permitted anywhere in the University buildings.