

## Job Description

### SUCCESS MANAGER

#### Position Overview

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|-----------------------|--|
| <b>Department</b>     | Business and Partnership Development & Apprenticeships   |
| <b>Location</b>       | Hybrid Role – Marble Quay, London & WFH<br><i>(Flexible working options to be discussed at interview)</i>  |
| <b>Term</b>           | Full-time; Permanent   |
| <b>Salary Range</b>   | £35,000 - £40,000 per annum, depending on experience   |
| <b>Benefits</b>       | The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional pension schemes, private medical insurance, season ticket loans and being part of the cycle to work scheme dependent upon length of service.<br>Pro rata 25 days holiday allowance plus winter break 27th to 31st December (excl. Bank Holidays) |
| <b>Direct Reports</b> | None   |
| <b>Reports to</b>     | Business Relations Manager (Apprenticeships)   |
| <b>Start</b>          | Immediate / November/December 2024   |

#### The Role

Northeastern University London wishes to appoint a Success Manager who will play a key role in the successful management of Degree Apprenticeships and other work-based learning programmes at NU London. Reporting to the Business Relations Manager, we are looking for someone to act as the liaison and lead between the employer and learner/apprentice, managing their day-to-day relationship and ensuring learners on all programmes successfully embark and progress through their learning with us. The post holder will work closely with our lead for Business Development, Business Relations Manager and Head of Operations and Quality Assurance to co-ordinate a quality delivery of the pre-apprenticeship/apprenticeship. The role will see you acting as the primary contact for the learner/apprentice, taking action to ensure that the available learning can be accessed, and with the employer to ensure that the pre-apprenticeship/apprenticeship can be successfully achieved.

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Responsibilities include supporting and co-ordinating employer onboarding, recruitment of learner/apprentice and monitoring of support for delivery for both employer and learner/apprentice, ensuring that required reviews take place and that they are effective in assessing gaps and opportunities to deliver progress.

The role is suitable for remote-working, provided the appointee can attend the campus for face-to-face work when required.

### **Duties and Responsibilities**

- Support the lead for Business Development and partner organisations with employer engagement, training and workforce needs analysis.
- Support with recruitment for learners/apprentices to progress onto pre-apprenticeship/apprenticeship and other work-based learning programmes.
- Working with wider departmental team members to co-ordinate on the delivery of the University's pre-apprenticeship and degree apprenticeships programmes between the employer, learner/apprentice and the apprenticeship team, acting as the day-to-day point of contact for the University's relationship with the employer
- To continually explore opportunities to further develop relationships between employers and the University.
- Organise the support for each learner/apprentice from the outset, to ensure the pre-apprenticeship/apprenticeship can be successful.
- Ensure completion of the termly Tripartite Reviews and ensure that these are carried out in line with regulations.
- Monitor the learner/apprentices off the job training and assist the employer and learner/apprentice with putting an action plan in place should a shortfall emerge.
- Where the learner/apprentice requires an action plan or a referral to other support services, ensure these are mutually agreed, monitored, and completed in a timely manner.
- Organise and lead the Final Review, ensuring that a thorough assessment using evidence against the pre-apprenticeship/apprenticeship takes place and that the decision arising is made on this evidence, jointly with the employer and the learner/apprentice.
- Where required, work with wider team members to arrange apprenticeship End Point Assessment as agreed with the employer and apprentice.
- Ensure that learners/apprentices are making progress in line with anticipated milestones and monitor individual progress and trends across the learner cohort, highlighting trends to the Business Relations Manager as part of the pre-apprenticeship/apprenticeship reviews each term.
- Identify and evaluate any risks to an individual learner/apprentice's or employer's programme success and escalate immediately to the University,

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taking appropriate action to control these risks as part of the overall programme review.

- Liaison with wider team members, the employer, and the learner/apprentice to ensure that feedback, enquiries, issues, requests, or complaints during the pre-apprenticeship/apprenticeship are monitored and actioned promptly.
- Ensure that Learner/Apprentice records are fully compliant with University's policies and procedures applicable to their programmes at all times. This will also include participating in compliance and policy reviews as required.
- Such other duties, commensurate with the grading of the post, which may be assigned by the Business Relations Manager or their nominee.

### **About the University**

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

### **About Business and Partnership Development & Apprenticeships**

The Business and Partnership Development & Apprenticeships section of NU London is dedicated to designing and delivering work-related learning throughout the UK and internationally. The majority of the team largely work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The team currently delivers a growing portfolio of work-related learning in the form of apprenticeships, online degrees, Skills Bootcamps, and other short course offerings, all aligned to digital transformation, data science, artificial intelligence, and project management.

### Person Specification Criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Honours degree or equivalent professional experience and/or vocational qualification [E]
- Experience managing employer and apprenticeships relations, preferably within Higher Education and/or Further Education [E]
- Experience in using Learner Management System software [D]
- Strong communication skills (both verbal and written) [E]
- Solid relationship management experience, including effective stakeholder and partnership working [E]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [E]
- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [E]
- Excellent planning and project management capabilities [E]
- Ability to prioritise workload, exercise good time-management with the ability to work to deadlines, and demonstrate excellent organisational skills [E]
- Willingness and capacity to undertake continuous professional development [E]

### Additional Information

#### Enquiries

Role specific enquiries may be made to Lynsey Rawbone ([lynsey.rawbone@nulondon.ac.uk](mailto:lynsey.rawbone@nulondon.ac.uk)). All other enquiries to [jobs@nulondon.ac.uk](mailto:jobs@nulondon.ac.uk). However, all applications must be made in accordance with the application process specified.

#### Application Process

Applications should be made via [this link](#) by 23:59 on **Sunday 6<sup>th</sup> October 2024**. Please reference your application “**SM0924**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **28<sup>th</sup> October 2024**.

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**Please note this role may require a basic DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London requiring a DBS check.**

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

### **Job sponsorship**

**Please note that this role is not eligible for visa sponsorship.**