

Last Updated: 01/04/2026			
Job Title	Apprenticeships and Partnerships Senior Administrator		
Faculty/ Department	Faculty of Health and Medical Sciences	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	3
Reports To	Business Operations Officer	Line Manages	NA

Job Statement

The postholder will work within the Faculty of Health and Medical Sciences to provide high-quality administrative support for apprenticeship programmes and external partnerships, with a particular focus on Nursing Degree Apprenticeships and Transnational Education (TNE) activity. They will be the primary administrative lead and first point of contact for all apprenticeship-related matters across the Faculty, providing a consistent and knowledgeable interface for apprentices, employer partners, academic staff, and central university services.

The postholder will take ownership of all operational apprenticeship administration, including maintaining accurate and compliant learner records through the DfE Apprenticeship Service portal and managing ILR data returns. They will oversee student enrolment, progression tracking, funding documentation, and End Point Assessment logistics, ensuring that records, processes, and systems meet regulatory requirements and uphold data quality standards throughout the apprenticeship lifecycle.

Working closely with the Business Operations team and wider professional services teams, the postholder will coordinate effective communication across internal and external stakeholders, including NHS employer partners, clinical practice educators, Chief Student Officer (CSO) Office, and central admissions.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities

1. Support colleagues in the delivery of key strategic projects, including partnership advancement, network development, and Transnational Education activity and apprenticeship programmes. You will provide ad-hoc project support as required.
2. Provide administrative support for accreditation activities, inspections, faculty events, and internal/external committees and meetings. Responsibilities include planning and coordination, preparing agendas, distributing papers, producing accurate minutes, following up on action items, and maintaining records relating to partnership agreements and delivery.
3. Support internal and external reporting requirements by coordinating, maintaining, and administering accurate partnership and programme related data. This will include contributing to Department for Education (DfE) data returns; supporting internal quality assurance for End Point Assessment (EPA) and compliance documents and maintaining processes to capture changes in apprentice records and uphold data quality standards.
4. Act as first point of contact for nursing apprentices and employer partners; coordinate joint interviews with the Surrey admissions team, and manage induction, enrolment, and student onboarding processes.
5. Maintain accurate student records in liaison with the central student records team, tracking apprentice progression and milestone achievement; administer module registrations, exam entries, assessment submissions, and programme timetabling for block and day release sessions.
6. maintain up-to-date training records for staff involved in apprenticeship delivery, ensuring these are accurately recorded and accessible for quality assurance and compliance purposes.
7. Liaise with clinical practice educators, workplace mentors, and employer partners to monitor practice-based learning via ePortfolio, tracking and resolving placement-related issues as they arise. This will include supporting and scheduling tripartite review meetings.
8. Process apprenticeship levy claims and funding documentation; maintain apprenticeship service account and respond to levy funding queries, escalating to Associate Director (Business Operations) as required.
9. Coordinate practical assessment schedules (OSCEs and simulations) and support EPA logistics and administration; liaise with CSO Office on progression, awards, and certification; and administer extenuating circumstances and academic appeals processes specific to apprentices.
10. Undertake routine administrative duties, including raising and reviewing purchase requisitions, placing orders, goods receipting, and processing invoices via Agresso. Maintain shared inboxes, meeting rooms, and prepare documents (formatting, photocopying, and distribution).
11. Provide comprehensive administrative support, including responding to general enquiries, organising meetings, and taking accurate minutes. This may include support and absence cover for other School/Faculty Administrators in the professional services team within Faculty.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Planning and Organising

The post holder will operate with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide range of administrative/reporting activities. Requirements may be subject to change at short notice; therefore, the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions, sometimes without reference to a senior team member.

In performing their role, they will need a good understanding of the timelines and priorities of other stakeholders in their area. In particular this will require knowledge of professional body timelines and process as well as the workload and responsibilities of the other Faculty Professional Services teams.

Problem Solving and Decision Making

Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome.

Problems experienced will sometimes be of a less routine nature and the post holder is expected to use knowledge, judgement and experience in order to present a solution to senior colleagues. The post holder must always consider the impact and consequences of the situation and advice given when considering a resolution. Where resolution is not straightforward, they should refer the matter to a senior member of the team for guidance/resolution.

Continuous Improvement

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward. The post holder will have the opportunity to work on specific projects, implementing new processes. To be effective in the role the postholder will be expected to stay up to date with the latest IT platforms and tools available and take time to learn how to use these to their maximum potential.

Accountability

This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas.

Supplementary Information

This role will be predominantly based on the Manor Park campus but may also require the post holder to travel to the Stag Hill campus on occasion for Faculty or University-wide events. Hybrid working patterns can be considered, but a minimum of three days is expected on site.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
GCSE Level English and Maths or equivalent, plus some relevant work experience.		E
Or: Learning gained through work experience of several years. Will include short courses and other formal training.		
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.	Essential/ Desirable	Level 1-3
Previous experience of working in an administrative role	E	2
Experience with reporting and data administration	E	2

Excellent IT Skills (Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint) and ability/willingness to learn bespoke software systems	E	2
Ability to handle sensitive information in a confidential manner	E	1
Experience of administering and supporting Apprenticeship programmes.	D	1
Experience of administering and supporting Transnational Education (TNE) programmes.	D	1
Experience of the Higher Education Sector and a basic awareness of the activities of the University	D	2
Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		Essential/ Desirable
Willingness to provide administrative assistance and/or cover for other members of the Faculty administrative team, working flexibly to achieve key objectives.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability and Flexibility		2
Customer, Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Creative and Analytical Thinking		2
<p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation. Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures. 		
Organisational/Departmental Information & Key Relationships		
<u>Background Information</u>		
<p>The Faculty of Health and Medical Sciences comprises five schools, School of Biosciences, School of Health Sciences, School of Veterinary Medicine, School of Psychology and School of Medicine all working together as part of a 'One Health, One Medicine' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.</p>		

Department Structure Chart

