



Job Title:	Apprenticeship Assessor (Project Management, Business Administration, Management)
Terms:	Full-time (37.5 hours per week)
Salary:	£34,814 - £40,150 (starting salary subject to experience)
Reports to:	Head of Apprenticeship Delivery
Directly line manages:	No line management responsibilities
Location:	Wood Green, London N22 7DE (4 days office based, 1 day home)

1. Community Matters

We were established as a management consultancy in 2010. Over the years, we provided flexible and innovative consultancy support to a wide range of clients from public, private and voluntary sector, with a specialism in health and care workforce planning and development.

We have been delivering apprenticeship training since 2021.

At Community Matters we are dedicated to making a positive impact on the communities we serve. Social responsibility is not just something we do as an add on to our day-to-day work: it is at the centre of everything we do. We strive to create meaningful connections and drive tangible change that impacts on people's lives. Our work is about fostering inclusivity, empowerment, and sustainability in everything we do.

Embracing diversity and encouraging innovation is at the heart of our organisation; we value the unique perspectives and talents each team member brings to the table. Our team is built on open communication, mutual respect, and a supportive environment where everyone has the opportunity to develop both personally and professionally. The wellbeing and development of our employees is our top priority.

Joining Community Matters means contributing to meaningful projects that have a real, lasting impact on our communities. Here, you'll find a dynamic and inclusive workplace where your ideas are valued, your voice is heard, and your potential is nurtured. If you're passionate about making a difference and thrive in a collaborative environment, we invite you to explore the opportunities awaiting you at Community Matters. Together, through trust, innovation and quality, we can improve opportunities for all.

2. Job Summary

This role takes responsibility for a cohort of learners undertaking apprenticeships related to your experience and subject speciality, ideally gained within a management role with a



specific focus on project management. You will be expected to take ownership of the learners and cohorts you are tutoring and assessing, and to plan and deliver a range of programmes within the subject area to include short courses, full qualifications and apprenticeships.

You may be expected to deliver a diverse range of apprenticeship standards, primarily Level 4 Associate Project Manager, with potential to include Level 3 Business Administrator and Level 5 Operations Manager, as well as any other apprenticeship standard related to business administration, leadership and management.

You will work with the rest of the apprenticeship team to take part in the recruitment, selection and onboarding of the learners, including determining suitability and eligibility of candidates. You will develop schemes of learning that are dynamic and reflect a wide range of differing learning styles, deliver online and face to face workshops with small groups of learners, and conduct assessment of learners, including providing constructive feedback with stretch and challenge as appropriate.

Expert understanding of management and leadership as well as project management in various settings, as well as apprenticeships is essential. Understanding of non-clinical managerial roles within NHS, particularly primary care, would be an advantage.

You will report to the Head of Apprenticeship Delivery and will also be monitored by the Internal Quality Assurer to work towards continuous improvement of quality.

Previous experience of tutoring and assessing apprenticeships, including assessing learners in the workplace training models, maintaining accurate records of learner's progress in line with Apprenticeship Assessment Organisations and awarding body requirements, as well as confidence in using IT are essential.

The key responsibilities of this role are:

Learner engagement and onboarding

- Taking part in recruitment and selection of learners; advising Head of Apprenticeship Delivery of the suitability of learners and their job roles to the apprenticeship
- Supporting learners through the onboarding process, overseeing their Maths and English initial assessment, cognitive assessment and the skills radar on our online platform
- Taking part in engagement meetings with learners, their line managers, employers and other stakeholders to talk through the apprenticeship, our delivery model, commitment required and other expectations

Curriculum development

- Development of schemes of learning that are dynamic and reflect a wide range of differing learning styles
- Working through the scheme of learning and ensuring that the sequencing of curriculum delivery is logical to maximise learning outcomes and fulfilment of role at the workplace;



creating a delivery timetable for required modules for tutoring and assessing in line with apprenticeship standards

- Appraising and mapping the curriculum to the duties, knowledge, skills and behaviours within the apprenticeship standard; ensuring that the apprenticeship standard is achievable through the delivery of the curriculum
- Creating high quality teaching materials, with the support of Head of Apprenticeship Delivery, including presentations, assignments, task sheets, learning logs, videos, articles, resource lists and other materials.
- Ensuring British Values, prevent and safeguarding are covered in the curriculum
- Keeping a high-level risks and issues register and management plan for each cohort of learners to ensure swift and effective mitigating actions
- Undertaking detailed planning to ensure all apprenticeship standards are delivered at a high-quality standard, fully in line with the Apprenticeship Assessment Organisation and awarding body requirements
- Supporting the building of the programme in the online management portal
- Developing additional training modules or approaches to respond to sector/employer specific needs

Training delivery

- Planning for tutoring sessions and assessments
- Delivering online and face to face workshops with groups of learners
- Embedding Functional skills at L2 in Mathematics and English for those learners that are not exempt and opt-in
- Assessing learners in the workplace, carrying out observations as required, supporting the learner to build their portfolio of evidence in preparation for the apprenticeship assessment
- Managing own diary efficiently to accommodate virtual and/or face to face sessions
- Ensuring lessons are interactive and engaging for the learners
- Ensuring learners submit their work on the online learner monitoring system
- Maintaining accurate and contemporaneous records on the online portfolio platform in compliance with the apprenticeship, Apprenticeship Assessment Organisations and awarding body requirements
- Conducting assessments of learner, including marking their work in a timely manner with quality, constructive and comprehensive feedback including stretch and challenge as appropriate
- Assessing and implementing plans for additional learning support for learners as required; ensuring that additional learning needs are taken into consideration for both the group and 1-2-1 tutoring and assessment sessions
- Monitoring progress towards achievement of functional skills and liaise with functional skills tutors to coordinate the learning process



- Providing pastoral and academic support to all learners
- Undertaking regular progress reviews for each learner that provide a detailed overview of each apprentice's learning progress, and include an agreed action plan to improve their learning with SMART targets
- Taking an active part in and contributing to quality assurance activities, including internal verification processes and standardisation activities
- Working in partnership with employers and line managers throughout the apprenticeship; ensuring that line managers are fully aware of the learning process, the learners progress and how they can support the learner in the workplace
- Identifying issues and problems quickly and, working with Head of Apprenticeship Delivery, coming up with creative solutions
- Identifying apprentice attrition risks and creating support plans to prevent these; informing Head of Apprenticeship Delivery of these risks as soon as they appear; complying with agreed student retention, attendance and success measures in line with key performance expectations
- Undertaking administrative duties related to the curriculum development and delivery, individual students and line managers to enable outstanding outcomes for all students
- Producing and presenting high quality reports using the online portal
- Keeping abreast on information on DfE/Skills England, OFSTED and Institute of Apprenticeship requirements; ensuring Community Matters delivers all requirements to maintain its status as an approved provider
- Capturing all learning and ensuring these are considered for future delivery
- Ensuring high standards of Health & Safety at all times in accordance with regulations and Community Matters policy; notifying the line manager and the organisational lead for any health and safety risks or issues
- Ensuring safeguarding is at the heart of all delivery; identifying any safeguarding issues early, reporting these to the Designated Safeguarding Lead and supporting appropriate swift action

Apprenticeship Assessments

- Ensuring that Apprenticeship Assessment (AA) requirements are monitored, and assessment plans are integrated into the delivery of programmes
- Managing the gateway reviews and learners being put forward for AA
- Ensuring learners are well prepared for the AA through the programme, and supported to build a high-quality portfolio of evidence
- Ensuring that learners fully understand the AA process, expectations of them, the possible outcomes for each element of the Apprenticeship Assessment, and how they can improve their work to get a higher mark at the Apprenticeship Assessment

Reporting and Compliance

- Ensuring that the success rates meet DfE/Skills England accountability frameworks



- Supporting readiness for OFSTED inspections; identifying areas of improvement and ensuring action is taken to deliver the required improvement
- Capturing learner feedback after each group session or individual session; taking this feedback into consideration for the delivery of future sessions

Miscellaneous

- Identifying areas for improvement and professional development; working with line manager to identify suitable development opportunities
- Investing in continuous professional development; taking part in internal and external training, attending webinars and workshops, and conferences and seminars
- Being able to travel (reasonable travel expenses will be reimbursed except travel between home and work)
- Being prepared to work evenings and weekends where necessary



Person Specification

Characteristics	Essential	Desirable
Qualifications /training	<p>Hold academic qualifications relative to the apprenticeship being assessed</p> <p>Hold a Level 2 qualification in Maths and English</p> <p>Hold an apprenticeship assessor qualification:</p> <ul style="list-style-type: none"> • A1/D32 • Training, Assessment or Quality Assurance award (e.g. CAVA, ENB998, FEW, MIPP, PGCE, L4 Cert Education) 	<p>Degree, equivalent qualification or equivalent relevant experience</p> <p>Leadership and Management qualifications</p> <p>Project Management qualification/training or equivalent relevant experience</p> <p>Level 4 Award in Education and Training (previously PTLLS)</p> <p>RQF Level 3 Award in Education and Training or other teaching qualifications</p>
Experience	<p>Using an online apprenticeship management system</p> <p>Extensive experience relative to the apprenticeship being assessed</p> <p>Project Management theory and applications</p> <p>Experience in managerial and leadership roles</p> <p>Assessing and delivering apprenticeships, including through online platforms</p> <p>Developing and maintaining outstanding relationships with internal and external clients</p>	<p>Using Aptem</p> <p>Management experience gained within NHS – primary care would be an advantage</p>



Characteristics	Essential	Desirable
	<p>Creating curriculum, lesson plans and learning materials</p> <p>Working with awarding bodies and apprenticeship assessment organisations</p> <p>Developing resources, learning materials and documents to assist with the delivery of the programme</p> <p>Planning and delivering outstanding training programmes that are interesting, interactive and engaging</p> <p>Observing students/apprentices in their workplace, providing support and guidance to enable them to gain their desired apprenticeship</p> <p>Making interventions to ensure learner progress is successful and sustainable</p> <p>Delivering and assessing vocational qualifications</p>	
<i>Skills/abilities</i>	<p>Effective organisational skills and be able to plan own workload</p> <p>Excellent IT skills in a range of software, be confident in using virtual meeting/training platforms such as Microsoft Teams</p> <p>Strong communication, interpersonal and presentation skills, both written and verbal</p>	<p>Ability and enthusiasm to identify commercial opportunities to maximise income within the organisation</p>



Characteristics	Essential	Desirable
<i>Knowledge</i>	<p>Ability to participate in teaching, supervising and assessment of learners</p> <p>Strong presentation skills</p> <p>Problem solving skills - quickly anticipating likely areas of conflict/arising issues and taking an autonomous decision whether to undertake preventative action or facilitate a managed resolution</p> <p>Critical thinking</p> <p>Ability to prioritise and manage own workload to achieve the best outcomes</p> <p>Ability to provide constructive feedback and creating stretch/challenging targets</p>	<p>Good understanding of how NHS General Practices work, the issues and challenges they face</p>
	<p>Excellent knowledge of the apprenticeship standard</p> <p>Some understanding of NHS, Primary Care, and roles within the health sector</p> <p>Understand compliance, management of employer relationship and apprentice data</p> <p>Knowledge of training methodology: Analysis, Development, Design, Implementation/Delivery, Evaluation</p> <p>Familiarity with the strategic</p>	



Characteristics

Essential

Desirable

	<p>direction and legislative framework for apprenticeships – keeping up to date with changes</p> <p>Safeguarding legislation, prevent agenda and relevant duties</p> <p>British Values</p> <p>Health and Safety legislation</p>
<p>Qualities</p>	<p>Be flexible, self-motivated and approachable with a ‘can do’ attitude</p> <p>Willingness to train on Aptem if no previous experience</p> <p>High ethical and professional standards with the ability to engage effectively with internal and external clients</p> <p>Dedication and commitment to own personal and professional development</p> <p>Ability to think outside the box: devising new and innovative ways to carry out tasks, solve problems and meet challenges.</p> <p>Demonstrate genuine commitment to the job with a high level of energy and enthusiasm</p> <p>Able to take initiative</p> <p>Tact and diplomacy</p> <p>Commitment to equal opportunities</p>



Characteristics

Essential

Desirable

	<p>Demonstrating professionalism at all times, including attire, communication and attitudes</p> <p>Being personable and approachable</p> <p>Having a strong sense of time management, including punctuality</p>	
<p><i>Special</i></p>	<p>Regular evening and weekend working</p> <p>Ability to travel (reasonable travel expenses will be reimbursed except travel between home and work)</p>	