



FINANCIAL

Apprenticeship Levy Account Manager

Location: Leeds, London, Birmingham or Manchester

Reports To: Apprenticeship relationship director

Specialism: Providing Apprenticeship support to large levy paying clients

Primary Objectives:

- Working primarily (but not exclusively) in the wider Financial Services sector, to support new and existing Kaplan clients
- Liaise with clients and internal Kaplan colleagues to manage learner enrolment
- Work with the delivery teams to track and report on learner progress

Responsibilities:

- To support an agreed caseload of large employer accounts
- Organise learner enrollment
- Co-ordinate progress tracking of learners at agree clients
- Work with the delivery teams to guide their activity and support any issue resolution
- Work with the wider Kaplan client services team to ensure alignment to Kaplan client support
- Ensure that Kaplan is aware of the status of its accounts and aware of any potential issues
- Ensure that employers have an accurate and up to date picture of their programme
- Liaise with client (s) on a regular basis and act as single point of contact for them
- Work to build Kaplan's reputation in the sector



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PERSON SPECIFICATION	Essential	Desirable
Attainments:		
Understanding of the Apprenticeship market and how the Levy will impact upon large employers	X	
Occupational competence in Financial Services, – knowledge of products, equities markets and collective investments		X
Financial services qualifications		x
Maths and English GCSE Grade C or above (or equivalent)		x
Communication skills		
<ul style="list-style-type: none"> • Possesses confident, friendly, approachable manner • Excellent oral and written skills • Able to persuade/influence others • Able to maintain authority in difficult environments • Able to work with a variety of people and skill sets 	X X X X X	
Management Skills		
<ul style="list-style-type: none"> • Able to prioritise own workload and that of others to meet deadlines • Able to operate on own initiative • Able to analyse trends and determine support needs • Able to produce management reports • Able to resolve conflict within a team 	X X X X X	
Technical/Professional Skills		
<ul style="list-style-type: none"> • Working knowledge of COP, JAB plus relevant awarding body standards and assessment requirements • Knowledge of Common Inspection Framework • Knowledge of SFA funding requirements 		X X X
Team Player		
<ul style="list-style-type: none"> • Interacts effectively with others • Able to work as part of a team whilst also showing leadership where required • Flexible attitude to work • Self motivated 	X X X X	
Circumstances		



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<ul style="list-style-type: none">• Able to travel within the UK• Able to work overtime including some evenings and occasional overnight stays	X	x
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