

Job Description

Job Title	Apprentice Coordinator
Directorate	Adult Social Care and Health
Service Area	Commissioning
Grade	AP3
Competency Level	1
Salary	£24,796
Job Type	Hybrid
Location	Cunard (Citywide)
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24 month fixed term undertaking a Quality Practitioner Level 4 apprenticeship working in a supported environment to develop skills and knowledge.

This apprenticeship offers a valuable opportunity to begin a career in commissioning while supporting the fast-paced transformation of Adult Social Care and Health services in Liverpool. You will work across the Strategic Commissioning, Quality Assurance, and Prevention & Early Intervention teams, helping to improve outcomes for residents and contributing to a sustainable, high-quality Adult Social Care system.



Working as part of a shared support team, under the guidance of Commissioning Officers, you will help coordinate work across Strategic Commissioning, Quality Assurance, and Prevention and Early Intervention. You will be supported to use information and data to understand what people in Liverpool need, and to help shape services that meet those needs. With guidance, you will help organise and monitor the development of services to make sure they deliver good outcomes for residents.

Directly Responsible For:

Not applicable

Directly Responsible To:

Quality Assurance Manager/ Strategic Commissioning Manager

Main Areas of Responsibility:

- Support and organise work that contributes to our Adult Social Care transformation programme, making sure services deliver better outcomes for people and good value for money
- Work with and support Commissioning/Quality Assurance Managers on a variety of tasks across Strategic Commissioning, Quality Assurance, and Prevention and Early Intervention
- Coordinate activities that involve people who use services, their carers, and providers, to ensure their voices help shape our services
- Support Commissioning/Quality Assurance Managers when they work with carers, advocates, health partners and other organisations to understand local needs
- Assist with collecting, organising and presenting information that helps us understand how services are performing
- Using analytical data (with support) from systems like Power BI and external sources such as ICB data to support commissioning decisions



- Assist in gathering and coordinating information about the local care market, including commercial and logistical information
- Coordinate service specifications that focus on good outcomes for people and carers, and support quality service delivery
- Communicate clearly and confidently when supporting commissioning processes and raise concerns or risks with Commissioning/Quality Assurance Managers when needed
- Build positive working relationships with colleagues in health, housing, social care, ICB, providers, carers, advocates and elected Members
- Support Commissioning/Quality Assurance Managers and Procurement colleagues in preparing procurement documents and keeping track of commissioning activity
- Support the coordination of commissioned services to ensure they deliver agreed outcomes and stay within available budgets
- Carry out a range of administrative tasks such as minute-taking, filing, preparing documents, managing emails, updating spreadsheets, and organising information, under direction from officers across Commissioning

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit for long periods of time using a laptop

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)
- 3 A levels, a Level 3 Apprenticeship, or an equivalent level 3 qualification (A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Quality Practitioner Level 4 Apprenticeship qualification (A, I)

Experience

Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A, I)
- Providing excellent customer service within a busy environment (A, I)

Desirable

- Producing statistical information for service/management reports



Skills/Abilities

Essential

- Excellent time management and organisational skills (A, I)
- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff and members of the public (A, I)
- Good level of accuracy and able to pay attention to detail (A, I)
- Ability to respond to changing work priorities (A, I)
- Ability to work as part of a team (A, I)

Desirable

- Demonstrate a high degree of initiative and self-motivation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commit to and complete all elements of the Level 4 Quality Practitioner Apprenticeship standard, to the best of their ability (with support as and when required)

Other

Essential

- This post is subject to an Enhanced Disclosure and Barring Service (DBS) check

