JOB DESCRIPTION

Post Title:	Modern Apprentice Contract Administrator
Post Reference:	
Department:	Enterprise & Partnership
Responsible to:	MA Contract Manager

Overall Purpose of the Role: **(Summarise the key responsibilities to achieve the overall purpose of the role and attach the organisational chart appropriate to the area)**
The Contract Support Administrator plays a key role in ensuring the efficient, compliant, and digitally robust delivery of Modern Apprenticeship (MA) contracts. The role requires strong IT skills, competence across Microsoft Office, and the ability to create, upload, store, and manage structured digital files in SharePoint and the Skills Development Scotland contract monitoring and reporting system (FIPS). The post holder will maintain accurate digital records across multiple platforms and use DocuSign to generate, issue, and manage electronic MA documentation. They will interpret and apply MA contract rules and compliance requirements, addressing any non-compliance promptly.

Key Responsibilities **(Detail the key responsibilities and activities to ensure the overall purpose of the role is achieved)**
• Maintain, update, and manage digital information systems, ensuring all MA contract documentation is created, uploaded, stored, and organised accurately within SharePoint, using strong IT skills and best-practice data-management principles. • Carry out online group award registration and process results for learners undertaking qualifications with specific awarding bodes i.e., EAL, IMI & ECITB. • Ensure registration, resulting and certification with relevant Awarding Bodies e.g., QS, C&G and EAL is carried out in an accurate, timely manner in order that the contract funding can be claimed. • Create, issue, and maintain all required MA documentation including MA start paperwork, reviews, SOARs, contracts, purchase orders, and e-signature templates using DocuSign and other digital systems to ensure a consistent, compliant workflow for internal and external users. • Apply a strong working knowledge of MA contract rules, funding requirements,

compliance expectations, and documentation standards, providing clear guidance and clarification to delivery teams and external partners.

- Monitor compliance across all MA and commercial contracts, identifying areas of non-compliance, ensuring corrective actions are carried out promptly, and escalating issues where appropriate.

- Manage and prioritise the shared mailbox daily, responding to enquiries promptly, professionally, and accurately, and ensuring follow-up actions are completed within required timescales.

- Input, update, and validate MA apprentice data across required systems (e.g., FIPS, MA Online 2, internal systems), ensuring all information is accurate, timely, and aligned with audit and funding requirements.

- Prepare and maintain reports including data, progress, financial, and compliance reports ensuring information is accurate, insightful, and available for internal use and contract monitoring.

- Liaise with internal teams, employers, awarding bodies, and external agencies to provide information and support on contract requirements, documentation processes, and compliance expectations.

- Support the continuous development and evaluation of administrative systems, digital tools, workflows, and documentation to improve efficiency, compliance, and performance across the MA delivery environment.

- Participate in MA events, supporting planning, coordination, and delivery to ensure positive engagement with learners, employers, and stakeholder

- Take responsibility for completing all mandatory training and maintaining Continuing Professional Development (CPD) relevant to the role.

- Assist with any additional administrative or digital duties necessary to support the effective delivery of MA and commercial contracts.

Key Contacts/ Relationships
(Detail the internal and external contacts and relationships

External contacts include: National and Local employers, Modern Apprentices, funding bodies including Skills Development Scotland, local and national partners including Local Authorities, Sector Skills Councils and Awarding Bodies.

Internal contacts include: Head of Schools, MA Contract Manager, MA Development Partners, Curriculum Managers, VLAO Managers, Vocational Learning Assessment Officers, Exams and Registrations Teams, Awarding Body Teams and Student Information Service Teams

Generic Information to all Roles

The responsibilities described within the job description are not intended as exclusive or exhaustive. They are to highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of role.

It is expected that every job description will be subject to an annual review or after six months of appointment. In addition, posts may be reviewed where there is a change in the requirements of the college as detailed in the Managing Organisational Change Policy and Procedure.

It is expected that post holders will understand the policies and procedures within Fife College, particularly where those relate to equality and diversity, health and safety and safeguarding.

Every member of staff is expected to be a role model to others within the College and those they encounter in the course of their duties upholding the College's values.

PERSON SPECIFICATION

POST: Contract Support Administrator

CRITERIA	ESSENTIAL	METHOD OF ASSESSMENT	DESIRABLE	METHOD OF ASSESSMENT
Education & Qualifications	Educated to SCQF 7 in a relative discipline e.g. (Administration or Business etc) or recent experience in a similar role for minimum of 2 years.	Application form	IOSH Working Safely Project Management Business Administration Qualification	Application form
Experience	Previous experience of contract administration In-depth knowledge and recent working experience of contract administration, with the ability to analyse and interpret data Previous experience of providing advanced administrative support in a contract delivery environment Ability to work independently and collaboratively, prioritising workload effectively in a fast-paced,	Application form	Experience of contract administration within FE environment Experience of working out with FE commercial setting Experience of working within a multi-contract delivery environment	Application form

	compliance-driven environment. Ability to work under pressure whilst delivering key outputs and maintaining high standards. Ability to analyse and report on data in a clear and concise manner			
Skills/ Attributes	Strong IT and digital literacy skills, with confident use of Microsoft Office, SharePoint, and digital workflow tools. Financial awareness with strong literacy and numeracy skills Excellent organisation and digital-file-management skills, with the ability to structure, maintain, and navigate shared information systems Strong analytical abilities with the capacity to review complex contract rules, interpret funding guidance, and identify compliance requirements. High attention to detail, ensuring accuracy across data entry, documentation workflows, and reporting outputs. Effective communication skills, with the ability to provide clear guidance and support	Application form / Interview	Use of programmes such as FIPS or other CRM	Application form

	to colleagues, learners, employers, and partners. Ability to manage multiple tasks simultaneously while maintaining excellent quality standards. Strong problem-solving skills, particularly in relation to digital systems, documentation issues, and compliance processes.			
Any Other Relevant Criteria	The role may on occasion require the post holder to work from a variety of campus locations within Fife The Post holder is expected to work flexibly.	Application form / Interview		