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### Role Description

##### Business Area

Student & College Services

##### Job Title

Student & College Services Apprentice

##### Salary Scale

National Minimum Wage

##### Location

Hopwood Hall College

##### Accountable to

Student & College Services Team Leader

##### Hours of Duty

36 hours per week

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

### Purpose

To be an active member of the Student & College Services team, ensuring provision of support to all areas of the College.

### Duties

### To deliver customer service, and administrative support to customers in line with the service outline.

### To respond professionally and appropriately to all general enquires and correspondence.

### To accurately complete data input and maintain databases / college systems used in daily work to a high standard.

### Ensure that College standards are worked to and maintained (e.g. Customer Service Excellence).

### To work within the team to continuously improve all administrative and customer service processes within the college to ensure efficiency and high quality.

### To represent the college in a professional manner dealing with visitors and learners and assisting at college events where required.

### To implement elements of the College Communication strategy as coordinated by the Student & College Services Manager.

### To make regular purchasing arrangements and monitor and distribute stationery and consumables centrally for the college as directed by the Student and College Services Team Leader.

### Process incoming and outgoing post for the College.

### Be an active member of the Student & College Services Team, assisting and being assisted by, other team members at times of peak workload. Actively contribute to project teams as applicable. For example supporting other college areas at times of peak workload for example enrolment activities.

### Ensure continuous development and improvement of personal professional knowledge.

### Any other duties, of a similar level of responsibility, as may be required.

### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Equal Opportunity Policy

### Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational needs, with consultation with trade unions where required.

### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.”

#### Qualifications

##### Essential Criteria

**Minimum of level two English and maths qualifications (or willingness to achieve)**

**Willing to complete NVQ Business & Administration or Customer Service Level 2 or 3**

**How Identified**: Application

#### Experience

##### Essential Criteria

**Ability to communicate well with others**

**Ability to work as part of a team**

**How Identified**: Application/Interview

#### Specialist Knowledge

##### Essential Criteria

**Customer Care knowledge**

**Quality standards**

**How Identified**: Application/Interview

#### IT Skills

**Experience of using appropriate IT systems & databases**

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** | |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising | **Less Relevant** |

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| **2. Supporting and Co-operating** | |
| 2.1 Working with people | **Essential** |
| 2.2 Adhering to principles and values | **Essential** |

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| **3. Interacting and Presenting** | |
| 3.1 Relating and networking | **Essential** |
| 3.2 Persuading and influencing | **Less Relevant** |
| 3.3 Presenting and communicating | **Less Relevant** |

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| **4. Analysing and Interpreting** | |
| 4.1 Writing and reporting | **Essential** |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing | **Less Relevant** |

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| **5. Creating and Conceptualising** | |
| 5.1 Learning and researching | **Desirable** |
| 5.2 Creating and innovating | **Essential** |
| 5.3 Formulating strategies and concepts | **Less Relevant** |

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| **6. Organising and Executing** | |
| 6.1 Planning and organising | **Less Relevant** |
| 6.2 Developing results and meeting customer expectations | **Essential** |
| 6.3 Following instructions and procedures | **Essential** |

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| **7. Adapting and Coping** | |
| 7.1 Adapting and responding to change | **Essential** |
| 7.2 Coping with pressures and setbacks | **Essential** |

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| **8. Enterprising and Performing** | |
| 8.1 Achieving personal work goals and objectives | **Essential** |
| 8.2 Entrepreneurial and commercial thinking | **Less Relevant** |

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