



Advanced Apprenticeship in Business Administration

Advanced Apprenticeship in Business Administration – Enterprise Apprenticeships

Based at the St Albans Campus

Full time 37 hours per week – Fixed term contract for 18 months

Starting Salary - £14,000 per annum

30 Days annual leave + 8 days bank holiday

Are you looking for your next career step? Would you like to earn while you learn and achieve a recognised qualification?

An apprenticeship allows you to gain valuable experience within a particular area of business, which looks great on your CV when you have finished your training and provides you with a valued industry qualification. For those that want to progress further it can be a starting point for achieving a full degree without the cost of a student loan.

You will be involved in the day-to-day activities of the department and gain a valuable insight into the work of the College in addition to achieving a recognised qualification. The ability to work as part of a team is essential; you will need to have excellent organisational skills, a desire to learn and have a really pro-active approach.

You will be provide administrative support to a busy department of the College including the processing of enrolment documentation, compliance of student records and handling day to day tasks. In addition to this you will take on the responsibility for management of the review reporting process and managing the internal surveys.

Upon completing your apprenticeship you will achieve a Level 3 BTEC / NVQ Business Administration qualification.

Closing Date: Sunday 3rd June

Interview Date: To be confirmed

Job Description

CAREER FRAMEWORK - CUSTOMER FOCUS FAMILY

JOB TITLE - BUSINESS & ADMINISTRATION APPRENTICE

REPORTING TO - HEAD OF DEPARTMENT/ DELIVERY MANAGER

SUMMARY OF POST: To work as part of a flexible team providing administrative support at a Smallford Campus, and that all work is carried out in accordance with agreed College administrative procedures and quality standards.

Duties and Responsibilities

- Work flexibly as part of a team, providing a high quality administrative support, to ensure that high quality administrative services are provided. Communicating with members of the public, students and college staff and to do this in a customer-centered manner working as a member of the team

- Deal with routine correspondence and enquiries from students, parents, employers, external agencies and College staff, referring on to appropriate specialist staff in accordance with College procedures
- Undertake routine clerical tasks such as filing, photocopying, scanning and maintain stocks of stationery, other supplies and information
- As required, contribute to the effective running of the department by undertaking additional tasks and responsibilities as defined to ensure the provision of an efficient and helpful response to all stakeholders
- Contribute to the development, maintenance and monitoring of systems, records and databases for the efficient inputting, storage and retrieval of data, as required
- Process online invoices in line with budgetary expenditure for the team, individual or function

Be aware of and follow College policies and procedures, with particular attention to Health and Safety, Safeguarding, Equality and Diversity, Quality and our Values and Behaviours. You will be required to attend / complete training as necessary.

RECRUITMENT- Short listing criteria

Good standard of education to GCSE including English
 Customer service experience
 Experience of working, whether paid or voluntary
 IT skills

ESTABLISHED

Passed probation period
 Completion of relevant Health & Safety modules
 Completion of Induction modules
 Level 2 in Maths, ICT and English

EXPERIENCED AND QUALIFIED

One year's experience in the role
 Evidence of CPD
 Full achievement of apprenticeship framework at level 3

Developed - To be assessed against our Values and Behaviours

PERSON SPECIFICATION

(To be assessed at the interview stage)

PERSONAL ATTRIBUTES

Reliable and conscientious
 Ability to work as part of a team and own initiative
 Ability to communicate effectively with people at all levels
 Effective written and verbal communication skills
 Positive, enthusiastic and can do attitude
 Ability to work flexibility to meet the needs of the College
 Professional appearance

SKILLS AND EXPERIENCE

Good IT skills and effective use of ICT in a business environment
 Good organisational skills
 Some of experience of work whether paid or voluntary
 Some experience of working with a range of software packages- word, excel, outlook
 Effective listening skills

In consultation with the postholder it is liable to variation by the Head of Department to reflect or anticipate changes, in, or to, the post and the organisation. The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.