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### Role Description

##### Business Area

MIS and Exams

##### Job Title

MIS and Exams Apprentice

##### Salary Scale

In line with national apprentice wage

##### Location

Hopwood Hall College

##### Accountable to

Management Information Services & Exams Manager

##### Hours of Duty

36

##### 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 MIS and Exams team, contributing towards high levels of customer service and data accuracy by suggesting and implementing improvements where appropriate.

### Duties

1. To deliver administrative support to the Management Information Services & Exams Team
2. To respond professionally and appropriately to all general enquiries from internal and external customers
3. To accurately complete data input and maintain data accuracy where appropriate
4. To assist the team to continuously improve effectiveness and efficiency
5. To represent the college in a professional manner dealing with visitors and assisting at college events where required
6. To become efficient at using College MIS systems
7. To become efficient at using Awarding Body examinations data systems
8. Assisting other college teams where appropriate
9. To deliver a positive customer service to all users at all times.
10. Ensure continuous development and improvement of professional knowledge.
11. 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 Single Equality Scheme

### 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

Willing to complete NVQ Business & Administration Level 2

**How Identified**: Application Form

##### Desirable Criteria

Willingness to progress onto NVQ Business & Administration Level 3

A-C in Maths & English

**How Identified**: Application Form

#### Experience

##### Desirable Criteria

Experience of delivering outstanding levels of customer service

**How Identified:** Application Form/Interview

#### Specialist Knowledge

##### Essential Criteria

Customer Care knowledge

Quality standards

**How Identified**: Application Form/Interview

#### IT Skills

##### Essential Criteria

Experience of using the Microsoft Office Suite

**How Identified**: Application Form/Interview

##### Desirable Criteria

Willingness to learn database administration techniques

**How Identified:** Application Form/Interview

#### 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** |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.