



# JOB DESCRIPTION

Apprentice Business Administrator



# INTRODUCTION

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## OUR VISION

Careers focussed education inspiring learners to create their future.

## OUR MISSION

To deliver outstanding technical and professional learning, which raises aspirations, develops skills and creates futures

## OUR VALUES

Defining our values:

# EXCELLENCE

- The quality of being **outstanding** or extremely **good**.
- Having **outstanding features** and/or **qualities**.

We show excellence by:

- Having high aspirations and expectations for ourselves and those around us.
- Celebrating and valuing expertise and mastery at all times.
- Recognising that personal responsibility affects our ability to fulfil our potential, embracing opportunities to grow and develop our knowledge and understanding.

Waltham Forest College 

Defining our values:

# INCLUSION

- Including **all types** of people and ideas, treating them **equally** and **fairly**.
- Providing equal access to **resources** and **opportunities**.

We show inclusivity by:

- Ensuring that everyone feels welcomed and valued and is allowed to be their true, authentic self.
- Not just recognising, but celebrating the diversity of our community, ensuring that everyone has a voice.
- Making sure that everyone has equal access to what the College does.

Waltham Forest College 

Defining our values:

# INTEGRITY

- The quality of being **honest** and having **strong moral** principles.

We show integrity by:

- Acting with honesty at all times, taking responsibility for our own actions.
- Always doing the right thing, especially when no one is looking.
- Demonstrating professionalism, working to fulfil our moral purpose - especially when times are challenging.

Waltham Forest College 

# JOB DESCRIPTION

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This Job Description sets out the organisational position, reporting lines, key accountabilities and relationships.

Post	Apprentice Business Administrator
Department	Automotive Construction Engineering Industries
Pay Spine	Apprentice Scale
Post Reports To	Director of Curriculum

## MAIN TASKS:

To complete an appropriate apprenticeship standard.

To promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.

To safeguard and promote the welfare of children, young people and vulnerable adults served by the College.

To support the curriculum and quality provision in providing an efficient administrative service including ordering, using IT to create and send letters and supporting Heads of Departments to maintain student records.

## JOB ACTIVITIES:

Support the administrative functions of the department including effective curriculum and student administration.

Promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.

Safeguard and promote the welfare of children, young people and vulnerable adults served by the College.

Co-ordinating with student services to ensure efficient and effective interview, offer and enrolment processes for students.

Working with the Learner Data Services team to ensure prompt and correct completion of examinations procedures including student registrations and achievements.

Monitor student attendance/absence and follow up on student absence and the completion of registers.

Organising, monitoring and dealing with complaints, disciplinaries, attendance and absence.

Organising curriculum events such as parents' evenings, student tasters or student trips or visits.

Organising and arranging, where appropriate, work placements or work experience.

Support the Head of Department to maintain and monitor the production of course information and prospectus entries; ensuring own knowledge of course offer and timetables is up to date.

Be aware of key deadlines and tasks in the academic year to be completed and follow up with other curriculum staff to ensure timely and full compliance.

Provide a high level of customer service to students, staff and members of the public and the other College departments.

Manage the general administrative functions of the department including diary management, setting up meetings within the area, preparing documents for meetings, taking minutes as required.

Manage departmental correspondence including personal, written, telephone and e-mail queries and following up as required.

Manage purchase ordering, the receipt of goods, processing of orders, invoices and cash advances. Monitor and maintain the stationery requirements of the department.

Gather and collate information and produce reports as required for the Head of Department.

Manage the update of the department area intranet page.

To take responsibility for opening and sorting of incoming mail and email.

To maintain consistently high professional standards and to act at all times in accordance with employment legislation, College policies and good practice.

To contribute to the College initiatives such as enrolment and other special events.

To provide assistance and cover for colleagues as necessary, taking on additional projects as required.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Promotes and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults.

Participates in College programmes of staff appraisal and continuing professional development.

Develop effective working relationships internally and with external partners.

To operate always in line with the College's values and behaviours.

Undertakes other duties as may reasonably be required in the interests of the efficient functioning of the College.

# **WALTHAM FOREST COLLEGE COMMITMENTS**

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Waltham Forest College aspires to be an outstanding College and in recognition of the crucial role that members of staff play, individually and collectively, in achieving and maintaining high standards all employees are required to:

Be a positive ambassador for the College at all times.

To adhere to the College's policies, procedures and practices regarding the safeguarding of learners, including attendance at training and updating sessions as required and responding appropriately and supportively to any issues associated with safeguarding.

Adhere-to the College policies, codes, procedures and frameworks.

Undertake continuing personal and work related professional and skills development.

Work collaboratively with colleagues across the College as a whole so as to support the achievement of the College goals.

Be a positive role model in terms of supporting and promoting equality & diversity.

Understand and actively support the College's approach to health and safety and, in particular, to take into account the duty of care for others and oneself in all day to day actions.

Challenge unacceptable behaviour (such as, for example, discriminatory language, not wearing College ID, shouting or playing loud music in corridors, spitting or swearing) whilst not putting one's personal safety at undue risk.

Make an active and positive contribution to team meetings, one to one sessions with line managers and the appraisal process

In recognition of the ever-changing environment in which the College operates, the contents of this job description will be the subject of regular review in consultation with the post holder

# PERSON SPECIFICATION

Essential/Desirable criteria will be identified at*			
	AF	I	A
<b>EDUCATION AND TRAINING</b>			
Possess a Level 2 qualification in English and Maths.	E		
Evidence of continuous professional development.	D		
<b>EXPERIENCE</b>			
Experience of undertaking administrative tasks.	D		
<b>SPECIAL ABILITIES AND APTITUDE</b>			
The ability to develop positive working relationships with individuals at all levels.	E		
Sound administrative skills such as word processing, spreadsheets, data entry and relational databases or a willingness to learn.	E		
Maintain confidential and sensitive written and verbal information.	E		
The ability to communicate effectively orally and in writing.	E		
Effective organisation skills and ability to work on own initiative and as part of a team.	E		
<b>OTHER REQUIRMENTS</b>			
An understanding of safeguarding and a commitment to creating a safe learning environment. An understanding of and commitment to safeguarding young people and vulnerable adults. Motivation to work with children/young people/Vulnerable adults. Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults. Emotional resilience in working with challenging behaviours. Attitudes to use of authority and maintaining discipline.	E		
The ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery.	E		
Confident, self-motivated with a committed approach to work.	E		
Commitment to inclusive and comprehensive educational provision.	E		
An understanding of GDPR requirements and a commitment to comply with guidance and legal requirements when handling data	E		

\* **Key:** AF = Application Form, I = Interview, A = Assessment