

Job Description: Business Administration Apprentice

Role Specific

1. Provide highly effective, efficient and timely administrative support which meets the varied needs and complexities of the Sales, Partnership and Engagement team.
2. To be solution focused and pro-active and to work closely with the wider Sales, Partnership & Engagement team to progress and resolve queries in a timely manner.
3. To gain an understanding of all functions and processes associated with the College Group, including Work Experience and Apprenticeships.
4. To assist with administration of paperwork and data in line with College procedures and processes.
5. Manage workload and queries or concerns.
6. Keep up to date with systems and process and ensure procedures are maintained.
7. Build collaborative relationships across College.
8. To provide outstanding customer service.
9. Gain an understanding of the AEB/ACL funding rules.
10. To ensure paperwork/data is quality focused with high levels of accuracy and attention to detail.
11. Update and maintain electronic College Management Information Systems, ensuring data is collected and recorded in line with data regulations and contractual obligations – including supporting with the College's enquiries process.
12. Support the Sales, Partnership & Engagement's Administration team.
13. Maintain positive relationships with partners and provide support with their queries.
14. Process enquiries made through email, website, telephone and face to face.
15. Respond to queries in a timely and professional manner (email, telephone etc.).
16. Professionally liaise with internal and external customers through varied communication channels to ensure the College maintains operational effectiveness.
17. Work with external agencies, community representatives, employers and stakeholders to identify and secure opportunities for the whole College group, including Adult Learning, Work Experience and Apprenticeships in a pan-Lancashire footprint.
18. Ensure the NCCG CRM systems are up to date with client details and activity.
19. Support College-wide events, campaigns, promotions and team meetings.

College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

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Person Specification	Business Administration Apprentice
Qualifications and Attainments	Essential / Desirable
4 GCSEs or equivalent including Maths and English at Grade C or above	Essential
ECDL, CLAIT or equivalent IT qualification or experience	Essential
Training, Experience and Knowledge	
Ability to manage multiple tasks and prioritise workload	Essential
Excellent written communication skills and attention to detail	Essential
Experience of providing internal and/or external customer care	Desirable
Experience of advanced Microsoft Excel skills and proficient in the use of Microsoft Word, PowerPoint and Outlook	Desirable
Experience of working in a varied administrative role	Desirable
Experience of working in a busy office environment	Desirable
Experience of working within an education environment	Desirable
Personal Skills and Attitudes	
Excellent ICT skills	Essential
Ability to respect confidentiality	Essential
Be a team player and have the ability to work autonomously	Essential
Possess excellent verbal and written communication skills	Essential
Have the ability to plan, implement, monitor and evaluate within tight deadlines	Essential
Excellent organisational skills and ability to meet deadlines/targets	Essential
Display initiative, be positive and enthusiastic	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential
Suitability to work with children, young people and/or vulnerable adults	Essential
Flexible approach to working times in line with the College (attendance at Open Events; Parents' Evenings etc., as required)	Essential