



JOB DESCRIPTION

Post:	Business Administration Apprentice – Level 3
Responsible to:	Higher Education (HE) Coordinator
Grade:	£8,273 per annum (based on £159 per week)
Conditions of Service:	15 Month Fixed Term contract
Main Purpose of Job:	<p>To offer a professional, supportive service to all staff and students. There will be significant administration, spreadsheet, and data entry duties.</p> <p>To meet and greet visitors as they report to the reception desk and provide efficient general administrative support to the Higher Education team.</p>
Specific Duties:	<p>To provide administrative support to the HE Coordinator, HE Programme Team Leader and other key staff in the HE team.</p> <p>To receive visitors to the College and deal with initial enquiries from members of the public, students and staff.</p> <p>To give information and advice in response to customer enquiries on the telephone, in person and via email.</p> <p>To assist in the processing of applications and enrolments for University level courses and maintain HE student records on student records system.</p> <p>To take a lead role in the organisation and management of HE induction days, preparing enrolment paperwork, booking rooms, scheduling staff, etc.</p> <p>To take minutes at the Higher Education Meetings.</p> <p>To operate the College's computerised management information system in order to undertake the appropriate administrative functions.</p> <p>To assist with key events in the HE calendar, such as induction days, exams, open evenings, and graduation.</p> <p>To perform various duties associated with the College's administrative functions. These may include filing, photocopying, student enrolment, receipting payments and associated cash handling.</p> <p>To respond flexibly to the varied requirements of the HE team.</p>



General Requirements:



As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises, and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

Business Administration Apprentice – Level 3

This post would suit someone who wishes to gain experience in office skills and administrative support.

Ideally, the person appointed will have the following skills:

- An interest in Business Administration
- Have the desire and commitment to achieve a level 3 Business Administration apprenticeship.
- Ability to undertake a variety of clerical duties
- Ability to work accurately and to tight deadlines
- A competent level of computer literacy including MS Office suite of applications
- Good communication skills and ability to deal courteously and tactfully with the general public, and other staff
- Good organisational skills
- Good interpersonal skills for dealing with students of all abilities, staff, and external contacts.
- Good telephone manner
- A willingness and flexibility to learn and then operate new procedures effectively.
- English & Maths – GCSE or equivalent

Desirable

- Experience of data inputting
- Experience of customer service

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.