

**JOB DESCRIPTION**

**Job Title:** Apprentice – Business Administration Level 3 (Commercial Services)

**Reports to:** Apprenticeship Manager

**Job Summary:**

Providing administrational support to the Commercial Services team, with specific focus on the College’s Apprenticeship project. The post holder will contribute to the effective administration and operation of this area.

**Main duties and responsibilities may include but are not limited to the following:**

* To provide efficient administrative support to the Apprenticeship Manager and Apprenticeship Liaison Officers. The post holder will also provide support to other areas at specific times as directed by line manager.
* Organise, collate, track and file incoming and outgoing mail.
* Receiving and dealing with general enquiries from applicants and/or third parties and referring these enquiries to members of staff as appropriate
* Produce, copy, collate and distribute, as required, high quality documents, reports and correspondence accurately and in a timely manner.
* Develop, maintain and review effective filing systems, paper-based and electronic, for storage and prompt retrieval of Apprenticeship information.
* To establish and maintain excellent working relationships with project associates/partners, internal and external clients, staff and other relevant stakeholders.
* To actively participate and contribute to regular associate/partner meetings, team meetings and other meetings as required, ensuring that preparation work, papers, minute/notes, actions identified from meetings are circulated and followed up.
* To assist with cross-College events e.g. presentation evenings, open days, enrolment of students, etc
* To ensure all administration is completed timely, accurately and within agreed Quality Standards,
* Arranging interviews, meetings and events with guidance.
* To work as part of a team working towards a multi-skilled environment.
* Other general office duties eg. photocopying, filing, etc

The post-holder is required to respect the confidentiality of matters relating to students and other members of staff. The post holder must be aware of and comply with the requirement of the Data Protection Act (DPA), details of which are available from the Date Protection Officer.

Under the Health and Safety at Work Act 1974 all staff have a duty to assure reasonable care for the Health and Safety of themselves and others affected by their acts or omissions at work and co-operate in meeting the requirements of the law

**Please Note:**

This Job Description is intended as a guide to the general duties and responsibilities of this post, which reasonably may vary from time to time according to the needs of the service. It does not form part of the terms and conditions of employment.

Further training may need to be undertaken, from time to time, to enable the candidate to fulfil the role.

PERSON SPECIFICATION

**Job Title:** Apprentice (Administration)

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|  | Essential | Desirable  (Preferred) |
| Qualifications |  |  |
| English and Maths GCSE Grade C or above or equivalent qualification | \* |  |
|  |  |  |
| Knowledge and Experience |  |  |
| Competence in the use of IT systems, including MS Office package such as Excel, Word and Outlook. | \* |  |
| Experience of and ability to manage competing priorities within tight deadlines |  | \* |
| Strong Customer focus | \* |  |
| Able to collect and collate information to provide reports to internal and external stakeholders. | \* |  |
|  |  |  |
| Skills and Personal Qualities |  |  |
| Good communication skills | \* |  |
| Ability to work systematically accurately and to follow procedures | \* |  |
| Ability to prioritise own workload & organise own time effectively to complete deadlines. | **\*** |  |
| Able to develop and maintain excellent communication, liaison and relationships with colleagues, clients and other stakeholders | \* |  |
| Ability to develop systems and procedures including the use of new technology to streamline tasks and improve efficiency |  | \* |
| Energetic and enthusiastic about learning | \* |  |
| Motivated to achieve an Apprenticeship in business administration at relevant level | \* |  |
| Circumstances |  |  |
| Act as a member of a team working towards a multi-skilled environment | \* |  |
| To have a flexible attitude to team roles particularly at busy times | \* |  |
| Ability and willingness to work flexibly (evenings, weekends) as required to meet the needs of the role and the College | \* |  |
| Possession of a valid driving licence |  | \* |