

## Job Description

**Post Title: Work Placement Apprentice Administrator – FAB Futures**  
**Responsible to: Work Placement Team Leader**

### Purpose of the Role

- This is an apprenticeship position and is a Level 3 qualification opportunity
- To support the central functions of the College's FAB Futures department, specifically the Work Placement Team.
- To provide administrative support for the Work Placement Team, ensuring all related records are kept up to date and contribute to the overall efficiency of this service.
- To support the delivery of social media activity, internal campaigns and events related to the promotion of Work Placements and FAB Futures services.
- To deliver excellent customer service to all clients of the service.
- To support the delivery of the FAB Futures services through continuous self-development and pro-active engagement in all aspects of the service.

### Duties

1. Respond effectively and accurately to telephone, e-mail and face-to-face enquiries for work placements by ensuring your knowledge is up to date.
2. Be responsible for monitoring and answering all enquiries to the direct mailbox of the Work Placement Team, ensuring your team members are made aware of relevant information and notifications.
3. Maintain accurate records of all work placement activity, health and safety information, learner / employer agreements and feedback ensuring all are securely stored and all systems kept up to date.
4. Contribute to and participate in all events that are related to these services.
5. Support destinations recording and collection.
6. Support the DBS process for students with placements that require a valid check and certificate.
7. Contribute to the smooth running of the FAB futures centres by undertaking daily office tasks like meet and greet, collecting post, preparing mailshots and helping with data entry tasks as required.
8. Work with the wider FAB Futures team to ensure the effective delivery of the 3 core strategies, Careers & Employability, Work Experience and Progression & Destinations:
  - Support events and activity that raise awareness about the importance and benefits of employability, career planning and work experience.
  - Participate and support all events around the core strategies e.g. Careers Fairs, employer talks, recruitment events etc.
  - Help to produce relevant support materials for curriculum and for promotion in general to the student body e.g. TV promotions, posters, presentations, social media and case studies.

9. Participate in staff development activities in consultation with your Manager to keep abreast of developments in the principal area of work.
10. Ensure that Safeguarding learners and the Prevent agenda is at the heart of all activity undertaken by yourself and the wider work placement team.
11. To follow strictly the requirements of the College's Health, Safety & Environment Policy and Equality/Diversity Policy.
12. You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

### **Required Qualifications**

- Minimum GCSE Maths and English grade C qualifications or above or equivalent.

### **Apprenticeship Qualifications opportunities in this role**

- Business Administration Level 3
- Qualification in information technology at Level 2
- Customer Services Level 2

### **Required Knowledge and Understanding**

- Appropriate knowledge of Microsoft Office
- Knowledge and understanding of delivering good customer service
- Knowledge and understanding of administration skills, particularly data entry, information gathering and record keeping
- Knowledge and understanding of effective communication in different formats, face to face, telephone, e-mail and social media
- Knowledge and understanding of providing information that is clearly and professionally presented.

You may be required to work at or from any building, location or premises of Wigan & Leigh College and any other establishment where Wigan & Leigh College conducts its business. You will also be expected to work outside of your normal working hours for College events and enrolments.

### **Variation to this Job Description**

This is a description of the job as it is at present, and is current at date of issue. The job description will be reviewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.

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