

JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	Front Desk Apprentice – Adult Essential Skills Department
Responsible To:	Head of Department for Adult Essential Skills
Department:	Adult Essential Skills for Work & Life
Grade of Job:	NMW Apprentice rate

JOB ROLE

We are seeking a motivated and enthusiastic Front Desk Apprentice to join our Adult Essential Skills department. This role is perfect for individuals looking to gain valuable experience in administration, customer service, and support for adult learners. As the first point of contact, you will play a key role in creating a welcoming environment for students and staff alike.

KEY DUTIES

No	Description of Duties
1	Working towards business Administration Level 3 in order to improve administration skills. Keep efficient and comprehensive records appropriate to the role.
2	Greet and assist visitors, students, and staff with professionalism and a positive attitude.
3	Manage phone calls, emails, and inquiries, providing accurate information and support.
4	Maintain an organised front desk area, ensuring all materials are up-to-date and accessible.
5	Assist adult learners with queries regarding courses, schedules, and enrichment activities.
6	Provide guidance on resources and support services available within the department.
7	Help in the enrolment process by processing applications and related documentation.
8	Organise and coordinate enrichment activities that enhance the learning experience for adult learners.
9	Assist in planning and promoting workshops, events, and community outreach programmes.

10	Collaborate with staff to ensure activities run smoothly and effectively.
11	Maintain accurate records of student interactions, inquiries, and feedback.
12	Support the team with data entry, reporting, and other administrative duties as required.
13	Assist with general office tasks, including filing, photocopying, and maintaining supplies.

Standard Clauses - all Job Descriptions

- To comply with the College's policies and procedures
- To comply with Sandwell College's safety policy and other safety procedures and guidelines are deemed part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts.

PERSON SPECIFICATION

Job Title: Front Desk Apprentice

Candidates will be assessed for shortlist and interviewed against the following criteria.

Short listing criteria		Essential	Desirable
1. Qualifications			
1.1	Willingness to work towards Level 3 in Business administration	X	
1.2	Maths and English Grade C/4 or Level 2 Functionals Skills	X	
2. Experience			
2.1	Some relevant work experience		X
3. Skills/Abilities			
3.1	Ability to communicate with internal and external stakeholders	X	
3.2	Strong communication and interpersonal skills	X	
3.3	Be able to work as part of a team	X	

3.4	Ability to work to tight deadlines and under pressure	X	
3.5	Good IT skills. Basic proficiency in Microsoft Office (Word, Excel, Outlook, Microsoft Teams)	X	
3.6	A keen interest in education and support for adult learners	X	
3.7	Ability to multitask and prioritise in a busy environment	X	
3.8	A positive attitude and willingness to learn	X	
4. Qualities			
4.1	Willingness to learn	X	
4.2	Flexibility	X	
4.3	Ability to engage and empathise with people at all levels	X	
5. Other requirements			
5.1	Display commitment to Equality of opportunity	X	