**JOB DESCRIPTION**

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| **Job Title** | Apprenticeship Academy Administrator |
| **Salary Scale/Grade** | £17,611.37 |
| **Responsible to** | Internal Process Manager |
| **Date of Job Description** | November 2021 |
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| **Purpose**  This role requires you to provide administration support for the Commercial & Employer Services Team. This highly professional, flexible, pro-active customer service role requires the Apprenticeship Academy Administrator to undertake the high-level priorities of the post, and flexibly prioritise the needs of the role. They must be highly adaptable, constantly demonstrating excellent interpersonal skills and be unflappable under pressure and be very capable of working error free and pro-actively within a highly pressurised environment. Consistency, approachability, and helpfulness are key and a positive self-reliant manner. Regular training is essential, as is self-motivation to continually be improving the quality and efficiency of the role through training and using new technology. The Apprenticeship Academy Administrator must continuously display an exemplary, flexible mindset especially when under pressure, and cope with unanticipated change. Discretion is essential at key times, with a can-do problem-solving attitude to seek long term sensible solutions. Workload anticipation is vital on a daily, monthly, and annual cycle. A willingness to own, problem solve and suggest new approaches and systems will also be important regarding customer service. | |
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| **Duties and Responsibilities:**   * Provide initial point of contact for Apprentices and Employers for general internal and external telephone, e-mail and face to face enquiries and administration queries. * To support the Commercial & Employer Services Team with any administrative duties * To support with the monthly data checks, liaising with other internal departments to ensure all data is correct * Provision of clerical and administrative assistance for the effective operation of the Department. Including producing letters, absence reports, student data, setting up course codes, mail shots and the distribution of marketing materials * Assisting with Curriculum Planning * To attend any essential departmental and college meetings, such as Assessor meetings by taking minutes. * To support with the apprentice Functional Skills programme including monitoring attendance and completions * Order goods and services as directed by the Director and monitor supplies of stationery. * To support with the administration of any additional department projects * To process any paperwork relevant to the apprenticeship journey * To implement the Apprenticeship Certificates England (ACE) process for framework apprenticeships and the End Point Assessment (EPA) process for apprenticeship standards. * To liaise with internal departments and external partners to support with the operational processes and procedures of the Commercial & Employer Services department * To maintain a current knowledge of Apprenticeship funding and administration * To support with the monitoring all Apprentices’ & Students’ progress by generating reports * To support with the monitoring of the completion of progress reviews and Off the Job records * To support with the administrator duties of Smart Assessor & OneFile * To support with any quality assurance visits, such as External Verifier Visits. * Deal with enquiries quickly and effectively as appropriate. Addressing those that can be dealt with by the post holder and passing on queries to relevant staff within the Department and across the College as necessary. * To support with various college events such as open evenings/days and awards ceremonies * To represent the college at external events where required. * Maintain procedural records within the Department and work with other Course Administrative Team staff to collate/input appropriate records. | |
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| **GENERAL:**  The job description is a current statement of the duties and tasks required of the post holder concerned. The nature of the job description will change from time to time and its terms are always governed and over-ridden by the post holder’s Contract of Employment. The duties outlined in this document do not constitute a comprehensive or exclusive list of duties, and duties may be varied from time to time provided they do not change the general character of the job level or responsibility entailed. | |

**PERSON SPECIFICATION**

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| **Job Title** | Apprenticeship Academy Administrator |
| **Department** | Commercial & Employer Services |
| **Salary Scale/Grade** | £17,611.37 |

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| **Criteria** | **Essential** | **Desirable** |
| Education & Qualifications | * GCSE English & Maths Grade 4/C or above | * Level 3 Business Administration Qualification |
| Experience | * Experience and an understanding of business processes and administration * The ability to work using initiative or as part of a team * Effective interpersonal skills, for example with students, colleagues, and external partners | * Experience of Apprenticeships * Experience of working in an educational setting |
| Skills, knowledge and competencies | * Good communication skills (written and verbal) * Good IT skills including knowledge of Microsoft programmes (Excel/Word) |  |
| Personal characteristics | * A supportive and co-operative team member * Committed to equal opportunities * A flexible, open-minded approach particularly in relation to learning new roles and skills. * A positive attitude and hardworking approach * Highly motivated and reliable * Ability to manage own time well to meet competing demands * Ability to relate well to young people and members of the community * Appreciation of the value of education and the public sector |  |
| Other | * Full Driving Licence |  |