**Job Description**

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| **Directorate** | Finance & Corporate Services |
| **Department** | MIS and Exams |
| **Section** | Exams |
| **Job Title:** | Examinations Apprentice |
| **Reports To:** | Examinations Manager |
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| **Job Purpose** |
| Your role will be to assist the Examinations Manager and Examinations Co-ordinators in the co-ordination of examination activities across the College, helping to ensure student registrations, claims, results, post-results services and examination scheduling/timetabling are delivered efficiently and timely. |
| **Main Responsibilities** |
| * To achieve the Level 3 Apprenticeship Standard in Business and Administration to agreed timescales.
* To ensure that 20% of your working week is dedicated to your apprenticeship study, or off the job training.
* To ensure that you keep an up-to-date and accurate record of your of- the-job record.
* To complete any work set by your assessor to agreed deadlines.
* To attend maths and English classes if these are required as part of your apprenticeship.
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| **Main Tasks** |
| * To carry out a variety of day to day business administration tasks within a busy office environment as directed by the Examinations Manager or the Examinations Co-ordinators.
* To maintain effective filing and record keeping systems that comply with College procedures and audit requirements.
* To deal with day-to-day correspondence and, where appropriate, draft responses to communications.
* To act as a point of contact for those outside of the department and to liaise with internal colleagues and customers.
* To act as first point of contact in relation to enquirers to the team, including: answering telephone calls, taking messages and responding to them or passing them on as appropriate.
* To provide administrative and support to the team with due to regard to confidentiality and security.
* To monitor the Exams email address and to resolve appropriate queries as they arise.
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| **General** |
| You will be required to support the MIS team during enrolment events.  |
| **Special Features** |
| Requirement to work flexible hours, including evenings as required. |
| **Responsibilities common to all staff** |
| You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the College on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.The College aims to be a place in which people can work and study free from any form of discrimination You are responsible for applying the College’s Equal Opportunities Policy in your own area of responsibility and in your general conduct.You are required to participate with the Appraisal process, engaging in the setting of objectives to assist in the monitoring of performance and the achievement of personal development.All employees are required as part of their duties to take responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.Such other relevant duties commensurate with the post as may be assigned by your manager in agreement with you. Such agreement should not be unreasonably withheld. |
| **Review** |
| This is a description of the job as it is presently constituted. It may be reviewed and updated from time to time to ensure it accurately reflects the job required to be performed, or to incorporate proposed changes.  |

**Person Specification**

In order to be short-listed you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will use the desirable criteria to produce the shortlist.

All disabled candidates who meet the minimum essential criteria will be included on the shortlist

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| Qualifications | Essential | Desirable | How Assessed |
|  | 5 GCSEs A\*-C/4+ or a relevant level 2 qualification. | ⚫ |  | A/C |
| Experience and Knowledge | **Essential** | **Desirable** | **How Assessed** |
|  | Knowledge of administrative and clerical procedures. | ⚫ |  | A/I |
|  | Previous experience of working in a business/administration environment. |  | ⚫ | A/I |
|  | Previous experience of maintaining and processing data. |  | ⚫ | A/I |
| Skills & Abilities | **Essential** | **Desirable** | **How Assessed** |
|  | Commitment to complete the Apprenticeship Standard in Business and Administration. | ⚫ |  | A/I |
|  | A willingness to develop key skills to work in business administration. | ⚫ |  | A/I |
|  | Competent in the use of Microsoft Word, Excel, Outlook and PowerPoint, or equivalent packages. | ⚫ |  | A/I |
|  | Able to complete work to deadlines. | ⚫ |  | A/I |
|  | A high level of accuracy and attention to detail. | ⚫ |  | A/I |
| Personal Characteristics | **Essential** | **Desirable** | **How Assessed** |
|  | Has high expectations of self and others. | ⚫ |  | A/I |
|  | Takes responsibility for work activities and personal actions and delivers on commitments. | ⚫ |  | A/I |
|  | Innovative in response to changing circumstances identifying and or implementing new or improved approaches.  | ⚫ |  | A/I |
|  | Builds positive relationship with others maintaining mutual trust, candour and respect. | ⚫ |  | A/I |
|  | Does the right thing in the right way and is honest and transparent in their approach. | ⚫ |  | A/I |

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| **Key** |
| **A** | Application |
| **I** | Interview |
| **T** | Test |
| **C** | Certificate |
| **P** | Presentation |

**Vision, Mission and Values**

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| **Vision** |
| To be the best College in the country. |

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| **Mission** |
| To inspire, challenge and transform lives. |

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| **Values** |
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| **Icon  Description automatically generated** | ***Excellence*** | We have high expectations of ourselves and each other. |
| **Icon  Description automatically generated** | ***Accountability*** | We own what we do, learn from our mistakes and constantly seek to improve |
| **Icon  Description automatically generated** | ***Innovation*** | We seize opportunities and are bold and dynamic in our approach |
| **Icon  Description automatically generated** | ***Collaboration*** | We are one team and work hard to serve each other well  |
| **Icon  Description automatically generated** | ***Integrity*** | We are honest and transparent and do the right thing in the right way |

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**Main Terms and Conditions of Employment**

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| **Salary** | Apprentice wage, appropriate to age |
| **Holidays** | 35 days inclusive of 8 statutory bank holidays rising to 40 days after 5 years’ service |
| **Pension**  | LGPS Pension |
| **Contact Type** | Fixed Term - 18 to 24 months |
| **Working Weeks** | 52 |
| **Hours of Work** | Minimum of 35 per week |