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### **Job Description**

Administrator: Apprenticeship - Employability

Title of Post: Administrator: Apprenticeship: Employability

Fixed Term Post – 18 months approx.

Section: West Met Skills

Reporting to: Employability and Projects Manager

Grade: Apprenticeship Grade

Hours: 36 per week

Location: Harrow-on-the-Hill/Hayes - however post-holders must be willing to work at the Uxbridge Campus if required.

## MAIN SCOPE OF POST

To provide an efficient and effective administrative support to the West Met Skills Team.

**DUTIES:**

1. To provide efficient and effective administrative support for the West Met Skills

Team.

2. To respond to customer and staff enquiries promptly and effectively.

3. To assist with the induction of new learners, including assessments.

1. To work with all members of the West Met Skills team effectively to ensure an efficient service.

6. To monitor progress and timing of courses, record keeping of all course data and collate documentation for monthly reporting and budget processes.

7. To word process correspondence and confidential material including letters, reports and other items as required.

8. To arrange meetings, produce agendas, reserve rooms and order refreshments for such meetings.

8. To undertake general office duties such as photocopying, filing, file preparation and maintenance.

9. To deal with the collection and distribution of all outgoing mail.

10. To receive incoming telephone calls and ensure all calls are handled efficiently and effectively.

11. To update the Customer Relationship Management (CRM) database with employer information.

**GENERAL:**

1. To provide secretarial/administrative cover across the College at certain times including reception duties, particularly during staff holidays and other periods of absence.

2. To participate in the appraisal and mentoring processes.

3. To participate in enrolment duties when necessary.

4. To take an active part in the appraisal and mentoring process and to engage in relevant Staff Training and Development as identified.

5. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.

6. To comply with and actively promote the College’s Equal Opportunities Policy and Safeguarding Policy.

7. To participate in and contribute to the College’s in-service and training activities.

8. To carry out all other duties as may be reasonably required.

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| **Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

Administrator – Apprentice - Employability

#### Person Specification

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| --- | --- | --- | --- |
|  | Essential | Desirable | How Tested?\* |
| Qualifications |  |  |  |
| Good general level of education (to GCSE level or equivalent) | **✓** |  | AF/Cert |
| Willingness and ability to achieve Business Administration Apprenticeship (Level 3) | **✓** |  | AF/IV |
| Knowledge, Skills and Experience |  |  |  |
| Minimum of 1 year administrative experience | **✓** |  | AF/IV |
| Good organisational and time management skills | **✓** |  | AF/IV |
| Good working knowledge of Microsoft Office software | **✓** |  | AF/IV |
| Good written and verbal communication skills | **✓** |  | AF/IV |
| Good telephone manner | **✓** |  |  |
| Good customer service skills | **✓** |  | AF/IV |
| Ability to maintain accurate records, both manual and on a database |  | **✓** | AF/IV |
| Understanding of the importance of Equal Opportunities and Safeguarding in education | **✓** |  | IV |
| Personal Attributes |  |  |  |
| Ability to communicate effectively with people at all levels in an organisation | **✓** |  | AF/IV |
| Ability to work under pressure | **✓** |  | AF/IV |
| Ability to work effectively as part of a team | **✓** |  | AF/IV |
| Ability to work unsupervised and use own initiative | **✓** |  | AF/IV |
| Willingness to work flexibly when required | **✓** |  | AF/IV |
| Competencies *Support staff should be able to demonstrate competency in the following areas:*  Communication  Planning and Organising  Working Together  Customer Services  Adaptability/Flexibility | **✓** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Micro-teach/Skills test)

Cert = Certificates checked on induction