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### **Job Description**

**Administrator – Technical Apprenticeship School**

Title of Post: Administrator for the Technical Apprenticeship School

School: Technical Apprenticeship School

Reporting to: Assistant Director - Technical Apprenticeship School

Grade: Scale 4/5

Hours: 21.6 per week, 52 weeks per year (working days to be agreed)

Base: Uxbridge

## MAIN SCOPE OF POST

To provide comprehensive administrative and secretarial support to designated Section Managers and Assistant Director within the School of Technical Apprenticeships and course teams, effectively supporting the delivery of courses to Apprentices.

**DUTIES:**

1. To distribute all incoming post for the relevant Sections/course teams, ensuring quick distribution, dealing personally with correspondence.
2. To maintain a diary of engagements for the Assistant Director / Section Managers, making appointments where necessary.
3. To word process all correspondence and confidential material initiated by the Assistant Director/Section Managers, including letters, memoranda, reports, references and examination question papers, completing UCAS application forms and other items as required.
4. To arrange meetings, produce agendas, reserve rooms and order refreshments for such meetings.
5. To take minutes/notes of meetings and circulate information to parties concerned and ordering apprentices’ uniforms.
6. To copy and duplicate material as required.
7. To deal with the collection and distribution of all outgoing mail.
8. To receive incoming telephone calls on behalf of the Assistant Director, Section Managers/School and members of the course teams, and ensure all calls are handled efficiently and effectively.
9. To liaise with the Admissions Section and course team members as required regarding the distribution of course literature and enquiries, ensuring any changes are conveyed as necessary.
10. To input data as required onto the College’s databases and produce reports as necessary.
11. Raise purchase orders on Aptos (finance system), checking, processing invoices in accordance with School budgets.
12. To support managers with recording staff leave, complete sickness/absence forms and liaise with HR in relation to these as necessary.
13. To assist the Section Managers/Head of School in ensuring effective communication and arrangements are in place for class cover.
14. To undertake administration in connection with student activities outside the classroom and other College events as required e.g. Open Days, Parents’ Evenings
15. To provide comprehensive administrative support for Technical Apprenticeships including Building Services, computing, Engineering, Electrical Installation and Plumbing/Gas.
16. To provide employers with accurate attendance information on their apprentices.
17. To issue general correspondence/texts to students and employers for example with course and exam dates, timetable changes etc.
18. To undertake administration surrounding the apprentices’ end of term reports.
19. To arrange Achievement Measurement Exams (AM2) tests, refreshers test and resits for the Electrical Installation programme including Purchase Order information and reconcile invoices on Aptos (finance system).
20. To liaise with students regarding AM2 test information.
21. To raise contracts for agency staff using Protocol system.
22. To carry out all other duties as may be required.

**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 enrolment duties and cover switchboard when necessary.

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

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

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

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

7. 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 – Technical Apprenticeship School**

#### Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | How Tested?\* |
| Qualifications |  |  |  |
|  Good general level of education (to GCSE level or equivalent) | **** |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| At least 2 years’ administrative experience gained in a busy, customer-focused environment | **** |  | AF/IV |
| Excellent organisational and time management skills, and ability to prioritise a busy workload effectively | **** |  | AF/IV |
| Good IT skills including good working knowledge of Microsoft Office software and experience of using databases/systems | **** |  | AF/IV |
| Ability to maintain accurate records, both manual and on a database | **** |  | AF/IV |
| Good written and verbal communication skills | **** |  | AF/IV |
| Good literacy and numeracy skills  | **** |  | T |
| Excellent customer service skills | **** |  | AF/IV |
| Experience gained within an educational environment |  | **** | AF/IV |
| Experience of taking minutes |  | **** | AF |
| Personal Attributes |  |  |  |
| Ability to communicate effectively with people at all levels in an organisation | **** |  | AF/IV |
| Interest and enthusiasm for working in education | **** |  | AF/IV |
| Ability to work under pressure | **** |  | 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:*CommunicationPlanning and OrganisingWorking Together Customer ServicesAdaptability/Flexibility | **** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Skills test at interview stage)

Cert = Certificates checked on induction