



## Apprenticeship Administrator (Apprentice)

### Job Description

<b>Faculty / Department:</b>	Apprenticeships
<b>Campus:</b>	Burslem

<b>Responsible to:</b>	Quality Assurance Officer
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<b>Responsible for:</b>	N/A
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<b>Grade:</b>	Salary: National Apprenticeship rates apply.	<b>Hours:</b>	Full-time, 37 hours per week, 1.0 FTE
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<b>Role Summary:</b>
To provide overall administrative support duties to the Hub delivery operation to include administration of online learning and tracking systems. Support and engage with different parts of the college and interact with internal and external customers.

<b>Main Duties and Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Provide a wide range of administrative support the colleges Apprenticeship Hub e.g. minute taking, updating online systems, creating documents</li> <li>• Provide administrative support to Hub staff and processes.</li> <li>• Provide support to the Apprenticeship co-ordinator in monitoring learning platforms to ensure learner/apprentice engagement and progress.</li> <li>• Support the Hub in maintaining positive relationships with employers and apprentices</li> <li>• Provide remote support to apprentices using various learning platforms.</li> <li>• Record, communicate and resolve employer/apprentice enquiries.</li> <li>• Liaise with curriculum on apprenticeship issues</li> <li>• Provide updates to Hub delivery team and management on delivery issues.</li> <li>• Progress chase outstanding actions for both learners and Hub delivery staff.</li> <li>• Monitor classroom attendance and report/resolve issues.</li> <li>• Monitoring delivery staff diaries</li> </ul>

### **Team Work**

- To work closely with the other Departments, as well as with partner agencies.

### **Communication / Documentation**

- Communicate effectively across a wide range of audiences.

### **Personal Development / Performance**

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

### **Equality, Diversity & Inclusion, Health and Safety and Strategy**

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

### **College Values**

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College an inclusive environment in which to learn and work.

### **Safeguarding of Children and Vulnerable Adults**

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

### **General Data Protection Regulation and Data Protection Act 2018**

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

Vacancy number: VN1960

*This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.*

*These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.*

*This Job Description and Person Specification is accurate as at (March 2021). In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.*



**PERSON SPECIFICATION**  
**Apprenticeship Co-ordinator**

<b>Measured by:</b>	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

<b>Criteria Headings</b>	<b>Essential</b>	<b>Evidenced by</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Minimum of 4 GCSEs (or equivalent) grade 4 – 9 (C – A*), including Maths &amp; English</li> </ul>	A	<ul style="list-style-type: none"> <li>Level IT qualification, or above</li> <li>Level 2 Customer Service qualifications, or above</li> </ul>	A
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working as part of a team</li> <li>Experience of communicating effectively with a wide range of people</li> <li>Experience of undertaking administrative tasks</li> </ul>	A, I	<ul style="list-style-type: none"> <li>Experience in an FE or educational setting</li> </ul>	A, I  A, I
<b>Skills/ Aptitudes/ Competences/</b>	<ul style="list-style-type: none"> <li>Excellent communications Skills</li> <li>Ability to work with others to achieve objectives and provide excellent customer service</li> <li>Ability to communicate clearly orally and in writing</li> </ul>	A, I	<ul style="list-style-type: none"> <li>Knowledge of online Learning platforms and systems</li> <li>Competent in a range of IT systems and software, such as Microsoft programmes, e.g. Word and Excel</li> </ul>	A, I

<b>Other</b>	<ul style="list-style-type: none"><li>As a new role the day-to-day responsibilities will develop over time.</li></ul>		<ul style="list-style-type: none"><li>Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties.</li></ul>	A, I
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