



Distance Learning Apprentice Administrator / Client Services Job Description

Faculty / Department: Campus:	Adult and Community Development		
Responsible to:	Distance Learning Unit Coordinator		
Responsible for:	N/A		
Grade:	Grade: Apprentice	Hours:	Full time, etc 37 hours

Role Summary:

The Distance Learning Administrator plays a pivotal role in the continued development of this successful department. The successful post holder will have excellent customer service skills and provide timely support to learners from enrolment through to completion, ensuring that achievement targets are met in a timely manner. In addition to learners, the role will involve communicating with assessors, moderators and other external departments. There will also be a requirement to carry out regular data entry and business administrator tasks.

Main Duties and Responsibilities:

Work Processes and results

- Responsible for contacting external organisations to promote the benefits of distance learning courses and increase learner enrolments.
- Provide administrative support to the Distance Learning team and a key role in the progress and completion of learners, to ensure that funding and achievement targets are met.
- Processing of learner enrolments onto online platform. Allocating learners to assessors, entering details to e-assessor and dispatching learning resources. Ensuring that adequate stock levels of resources are maintained.
- Using reports generated by e-assessor to support learners and intervene as necessary to ensure timely completion and that quality processes are fulfilled.
- Ordering and sending out learner certificates on completion of qualifications.
- Maintaining and updating learner sample plans.
- Keying learner data onto college MIS system to ensure learners are enrolled accurately.
- Scanning paper-based assessments to e-assessor.
- Updating the Distance Learning trackers and notifying assessors and learners of receipt of assessments.

Team Work

- Supporting a team of assessors and moderators and provide an effective and responsive service to any queries or issues. To work closely with the other Departments, as well as with partner agencies.

Communication / Documentation

- Carrying out telephone surveys with learners to gain feedback on courses and process.
- Communicate effectively across a wide range of audiences.

Supervision / Staffing.

- N/A

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 and 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.

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 postholder.

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 postholder.

This Job Description and Person Specification is accurate as at November 2020. 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.

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Distance Learning Apprentice Administrator / Client Services

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> A good general standard of education. 	A P	<ul style="list-style-type: none"> A Level/Level 3 or above. 	A P
	<ul style="list-style-type: none"> Level 2 qualification (GCSE A* - C or equivalent) in Maths and English 	A P	<ul style="list-style-type: none"> Relevant Business Administration qualification 	A P
Experience	<ul style="list-style-type: none"> Excellent communicator able to use own initiative and think creatively 	A I R	<ul style="list-style-type: none"> Knowledge or experience of Distance Learning and learning platforms 	A I
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> Excellent communication skills and the confidence to liaise with a wide range of external and internal customers 	A I P	<ul style="list-style-type: none"> Knowledge and/or competencies of health and safety as relevant to the post and a commitment to safeguarding the health and safety of learners and others 	A I
	<ul style="list-style-type: none"> Tenacious, attention to detail, able to multi-task and provide professional support to colleagues and exceptional customer service 	A I T R	<ul style="list-style-type: none"> Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work 	A I

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			duties.	
	<ul style="list-style-type: none"> • Ability to prioritise workload and hit deadlines when under pressure 	A I T R		
	<ul style="list-style-type: none"> • Good interpersonal skills, reliable and flexible 	A I		
	<ul style="list-style-type: none"> • Good and up-to-date IT skills 	A T		
Other	<ul style="list-style-type: none"> • An awareness of and commitment to diversity and equality of opportunity 	A I		