



HRUC
HARROW, RICHMOND & UXBRIDGE COLLEGES

JOB DESCRIPTION & CANDIDATE SPECIFICATION

POST	Apprentice Administrator – Apprenticeships
CURRICULUM AREA	HRUC Apprenticeships and Skills
CAMPUS	Richmond upon Thames College
SALARY	£9,884 to £19,506 per annum (National Minimum Wage by age band)
HOURS	36 hours per week
RESPONSIBLE TO	Head of Apprenticeships and Skills

JOB PURPOSE

You will be responsible for providing administrative support to the Recruitment Adviser and the Business Development Executives. You will ensure that all documentation for both learners and employers is collated as well as co-ordinating the administration for commercial courses and Work Based Learning. The role will involve effective communication and excellent customer service with both internal and external customers.

MAIN DUTIES AND RESPONSIBILITIES

1. To maintain and update the Customer Relationship Management (CRM) system and any other internal management information systems.
2. To organise bookings for commercial courses ensuring they are fully booked to make viable, booking and liaising with external tutors and internally with student records and finance.
3. To monitor and log apprenticeship safeguarding paperwork by ensuring all apprentice employers supply Employer Liability and Public Liability Insurances and BDCs complete Health & Safety checks with employers.
4. To log employer incentive grants and organise payments advised on the monthly returns are distributed to employers'
5. To track and monitor and report on progress of DocuSign status on weekly basis, or as required. **Please note that DocuSign is an automated checking and verification system used in certain apprenticeship administrative processes. Training will be provided. The College Group has a lead administrator for apprenticeship DocuSign Tasks.*
6. To receive all incoming post, ensuring quick distribution, dealing personally with correspondence when required.
7. To word process correspondence and confidential material including letters, emails, reports and other items as required.
8. To arrange meetings, produce agendas, reserve rooms and order refreshments for such meetings.
9. To undertake general office duties such as photocopying, filing, file preparation and maintenance.
10. To receive incoming telephone calls and ensure all calls are handled efficiently and effectively.

GENERAL DUTIES

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 when necessary.
3. To take an active part in the appraisal and mentoring process 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 and Safeguarding policies.
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 by your line manager, or other relevant senior colleagues by agreement.

Further Education is an ever-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.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

➤ **Responsive & Adaptive**

Responsive to change, creating new opportunities for meeting new challenges

➤ **Creative, imaginative and entrepreneurial**

Innovators and commercially aware

➤ **Collaborative**

Promote 'team-ship' through collaboration and taking pride in their work and the College

➤ **Passionate professionals**

Role models committed to continually improving themselves and ultimately the experience and success of our students

➤ **Accountable**

Understand the impact of (and take responsibility for) their actions upon College stakeholders

PERSON SPECIFICATION

The selection process will involve assessments being made on the extent to which applicants meet the criteria listed in the table below.

The methods by which each of the selection criteria are expected to be assessed are identified in the table.

	Essential	Desirable	How assessed?*
Qualifications			
· Good general level of education (to GCSE level or equivalent) including Maths and English at Grade C / Level 4 or equivalent	ü		AF/Cert
• Willingness and ability to achieving a Level 3 Apprenticeship in Business Administration	ü		AF/Cert
Knowledge, Skills & Experience			
· Minimum of 1year administrative experience	ü		AF/IV
· Good organisation and time management skills	ü		AF/IV
· Good working knowledge of IT, including Microsoft Office software	ü		AF/IV
· Ability to maintain accurate database records	ü		AF/IV
· Excellent telephone manner	ü		IV
· Good written and verbal communication skills	ü		AF/IV
· Excellent customer service skills	ü		AF/IV
· Good literacy and numeracy skills	ü		AF/T
· Understanding of the importance of Equal Opportunities and Safeguarding in education	ü		IV
Personal Attributes/Other			
· Ability to communicate effectively with people at all levels in an organisation	ü		AF/IV
· Ability to work under pressure	ü		AF/IV
· Ability to work effectively as part of a team	ü		AF/IV
· Ability to work unsupervised and use own initiative	ü		AF/IV
· Willingness to work flexibly when required	ü		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	ü		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