

ROLE DESCRIPTION

1. JOB TITLE: Apprenticeship Administrator

2. CONTEXT

To work across the College Group as part of a flexible, customer-focused team helping the College put exceptional service and IAG at the heart of its apprenticeships provision.

The service provides a range of integrated information, advice and guidance services which support the College's students, potential apprentices and apprenticeship employers through their application, enrolment, and study.

3. MANAGEMENT ACCOUNTABILITY

Responsible to: Group Head of Employer Liaison

4. MAIN PURPOSE OF JOB

To provide responsive and efficient admissions and administrative services to students, apprentices, and employers

5. DUTIES AND RESPONSIBILITIES

- Provide a customer centred approach, ensuring a helpful, flexible, and dynamic approach that reflects a highly effective and responsive service across all campuses
- Proactively deal with enquiries from students, staff, parents, employers, and outside agencies, resolving queries and referring on to appropriate specialist staff to continually improve agreed service standards.
- Work flexibly as part of the service, contributing to the development of systems and procedures making best use of Pro-solution and related applications (smart assessor, digital contract software and CRM)
- Provide outstanding support for bespoke elements of the admissions service, including internal progression to apprenticeships
- Supporting external applicants with their application for an apprenticeship at College
- Liaising with employers to support the contracts process for enrolling apprentices
- Supporting with administrative duties to ensure the College remains compliant with the latest changes to legislation related to apprenticeships and work-based learning
- Through the effective use of technology ensuring that high quality and efficient support services are provided to students, employees and external stakeholders.
- Where required, support events on campus and within the community, providing exceptional customer service and IAG in support of the College's student recruitment objectives
- Answer enquiries about college courses via telephone, email, webchat and in person – ensuring enquirers receive a comprehensive and accurate response.
- Maintain regular liaison with specified staff from other College services and external agencies to refer queries, provide information, take minutes, arrange

appointments with specialist advisers and ensure the effective implementation of College procedures.

- Contribute to and provide support for the delivery of college introduction meetings, open events, parent's evenings, educational visits and external events or meetings hosted by the College.
- Undertake administrative tasks such as maintaining databases, mail merge, record keeping and photocopying.

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in team training and development to update skills and knowledge.
- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to their post.
- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of their contribution to such priorities.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery
- Be familiar with and promote the Equality and Diversity Policy
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people, and vulnerable adults.
- Undertake such additional duties or projects as the Principal or Line Manager may determine from time to time, after consultation with the postholder.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.
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