



JOB DESCRIPTION

POST:	APPRENTICE ADMINISTRATOR – EMPLOYMENT SERVICES
WORKING HOURS:	37 hours per week
GRADE:	Apprentice Scale. Pay points 10-17
SALARY:	£3.94 per hour
DATE:	December 2019
PURPOSE OF THE POST:	To provide comprehensive administrative support as part of the Employment Support Services Team
RESPONSIBLE TO:	Employment Services Co-ordinator

The post holder will:

- Provide an efficient and comprehensive administrative service for the team, taking and communicating messages, working through the various processes and systems that support the work Employment Support undertake with a particular emphasis on logging customer referrals accurately on our Access Databases.
- Deal with incoming mail and postal duties.
- Respond to all external and internal telephone and email enquiries, providing accurate advice and support where necessary. Maintain the generic email account for Employment Support Services.
- Maintain learner packs and documentation and track relevant paperwork sent to participating colleges.
- Weekly update of learner tracking procedures within Excel/Access.
- Order and maintain stationery and other supplies.
- Assist in the implementation of an effective filing system.
- Liaise with external organisations and bodies relevant to the specific responsibilities of the Employment Services Co-ordinator.
- Undertake specific responsibilities as agreed with the post holder.
- Assist colleagues as required and be willing to sometimes work flexibly to help cover events.
- Carry out duties with efficiency and diplomacy, ensuring confidentiality is maintained.
- Undertake such duties as may be reasonably requested from time to time.

The Post holder will:

- Give a high profile to equality of opportunity in all areas of activity, including compliance with the Equal Opportunities policy.
- Aim to provide a safe and secure environment for all our students in compliance with our Safeguarding policy.

- Ensure compliance with the Disability Statement, including the need to notify HR of any changes in circumstances.
- Participate in the agreed scheme for staff development, training and appraisal and be committed to continuous personal and professional development.
- Carry out all duties with due regard to Health and Safety Regulations.
- Ensure compliance with the Financial Regulations of the College
- Ensure compliance with the College Computer & Telecommunication Systems regulations, policies and procedures.
- Notify Human Resources of any changes in personal details, e.g. a change of name or address, telephone number, next of kin/emergency contact details, etc.

This job description is current at the date shown but in consultation with the post holder it is liable to variation to reflect or anticipate changes related to the job.

Signature of post holder: _____	Date _____
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PERSON SPECIFICATION

Job Title: Employment Support Services Administrator

Post No:

	ESSENTIAL	DESIRABLE
Educational qualifications /attainments	GCSE C English	Customer Service qualification. Business Administration Qualification
Experience	Working or work experience within an office environment; Preparation of documents; Preparation of general communications e.g. letters; Maintaining files and records;	Experience in the training/education sector. Experience answering the telephone in an office environment
Special knowledge or training	Working knowledge of Microsoft Office, including use of Outlook, Word and Excel spreadsheets.	Working knowledge of databases and email. Knowledge of employer related courses.
Abilities, skills and personal qualities	Good communication skills – verbal and written; Customer focused; Good organisational skills; Ability to work under pressure and accurately to tight deadlines; Ability to work without supervision; Ability to prioritise; Ability to maintain confidentiality; Team player; Flexibility.	Problem solving.
Relationships	Positive approach to others in the organisation.	
Motivation	Commitment to achieving high standards. Desire to train and develop in areas identified in review and appraisal.	
Special circumstances		Use of own vehicle.