

Job Description

Apprenticeship Administrator Curriculum Directorate

The Role

The post holder will be required to provide administration support to the Head of College Administration, Head of School and Apprenticeship staff in order to support the effective management and delivery of apprenticeships and its operation within the College. To work in a team and liaise with Apprenticeship staff and cross-college services on apprentice and staff matters and manage enquiries and administration tasks relating to apprenticeships/curriculum. To provide effective and flexible support for ad hoc business tasks and events such as those linked to enrolment, progression and admissions within each college.

Responsible to: Head of College Administration

The main purpose of the role is to:

- Provide flexible administration support for the college apprenticeship and curriculum areas to ensure the successful running of the college provision
- Provide an effective first point of contact for apprentices and staff, either face to face and/or on the phone. Follow up apprentice absence.
- Provide high level administrative support to the Apprenticeship Team to cover all aspects of the apprenticeship provision including, but not limited to, collating and recording the apprentice off the job hours, college attendance and quarterly review information.
- Liaise with MIS regarding withdrawals, transfers, late starters, early completers and cancelled enrolments and complete the appropriate forms for actioning in EBS
- Support events such as those linked to enrolment, progression and admissions as well as parents' evenings and open days within the college. Participates in enrolment duties as required
- Responsible for working within set procedures to ensure that audit trails and all supporting documentation is stored as per external/internal audit guidance and GDPR guidelines both on the shared spaces or e-portfolio systems
- Review documents for accuracy and compliance before submission to MIS at the start and the end of the apprenticeship programs
- Coordinate the collection of information and documents from teams who support the apprenticeship delivery (i.e., Exams and Functional Skills Teams), record and update the apprentice folders and records where required
- Work with and support the Business Partnership team with the creation of the sign-up paperwork and update with any changes and check compliance of the returned documents before sending to MIS
- Support employers with the Digital Account Service (DAS) setup of new apprentices to ensure timely and accurate sign-up paperwork
- Provide support to apprentices and curriculum teams, in a courteous, effective and timely manner, including troubleshooting and answering queries
- Work closely with the Head of College Administration, Apprenticeship Team and Curriculum Teams to ensure the effective running of apprenticeship and the apprentice experience

General Duties

The post holder will assist with or undertake the following:

- To keep up-to-date with QA initiatives and to develop and meet service standards for the area of work.
- To participate in the Professional Development Programme and undertake training as required including all relevant areas of technology.
- To propose any ideas which may help to promote and extend the Group's reputation and efficient running of the Group.
- To work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy
- To be available to assist in enrolment and other procedures, which may require occasional evening and weekend work.
- Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

Additional Information

Salary: Up to £23,851 per annum, inclusive of London Weighting

Location: Kingston College

This Job Description / Specification is subject to periodic review.

Person Specification Apprenticeship Administrator

Person Specification, Experience and Qualifications

		Essential	Desirable
1	Experience of providing strong administrative support within a fast-paced environment	X	
2	Experience of working effectively within a curriculum setting to support and manage apprenticeships and centre administration		X
3	Experience of liaising and supporting students, parents and staff and achieving successful resolutions to enquiries		X
4	Educated to Level 3	X	
5	Ability to build relationships across teams to deliver tasks effectively and commitment to establishing and maintaining good working relations with colleagues and learners	X	
6	Working knowledge of FE and Apprenticeships information systems		X
7	High level of computer literacy	X	
8	Work effectively under pressure, work accurately according to set procedures and adhere to strict deadlines	X	
9	Use initiative, organise and prioritise and identify/ implement improvements in existing systems	X	
10	Able to communicate effectively, both orally and in writing, at all levels	X	
11	Evidence of commitment to the safeguarding and promotion of the welfare of children/ vulnerable adults and valuing diversity	X	