



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Business Administration Apprentice (Student Services)
<b>REPORTS TO:</b>	Finance Manager
<b>SALARY:</b>	National Apprenticeship Wage
<b>WORK PATTERN:</b>	Full Time, All Year Round

### **PURPOSE OF THE ROLE**

The Level 2 or Level 3 Business Administration apprentice will support the Student Services function to deliver high quality customer services and be efficient and detail orientated in administrative tasks. Working in partnership with the existing team, students and the wider college team including external stakeholders and visitors.

The fundamental purpose of this role is for the apprentice to become a successful and driven member of this existing team and supporting and driving the College's vision for growth, development, and continuous improvement.

### **KEY RESPONSIBILITIES**

#### **General:**

- Work with the Student Services team and Finance Manager to ensure there is an outstanding level of support for internal and external stakeholders.
- To provide timely administrative support to students throughout their JLC journey.
- To deliver a professional and confidential service to all.
- To use initiative to answer phones, emails, or face-to-face queries.
- Keep computer-based databases and systems up to date and relevant, including any College information.
- To communicate effectively with other departments.
- Attend team meetings and team wellbeing events.
- Support front of house alongside college receptionist with day-to-day responsibilities.
- Be a great record keeper, recording and reporting as necessary and referring to other departments where appropriate.
- Support the wider college with events, such as parent's evenings or enrolment days.



## Person Specification

AF = Application Form    Q = Qualification    I = Interview Process

<b>Qualifications</b>	<b>Desirable /Essential</b>	<b>Assessment Method</b>
Good standard of Level 2 education – 5 A-C 4- 9GCSE's including Maths and English OR have a willingness to work towards these with functional skill qualifications	D	AF Q I
<b>Skills &amp; Abilities</b>	<b>Desirable /Essential</b>	<b>Assessment Method</b>
Basic understanding of Microsoft Office (Word, Excel) or Google Docs or equivalent	E	AF I
Strong verbal and written communication skills and basic numeracy and literacy skills	E	AF I
Good time management with ability to meet deadlines	E	AF I
Ability to think creatively	E	AF I
Ability to work effectively as part of a team and on own initiative	E	AF I
<b>Experience &amp; Knowledge &amp; Personal Qualities</b>	<b>Desirable /Essential</b>	<b>Assessment Method</b>
Knowledge of the General Data Protection Regulations (GDPR)	D	AF I
Ability to work flexibly and effectively with a range of colleagues and managers	E	AF I
Have a motivational and positive attitude	E	I
Be reliable, punctual and trustworthy	E	I
Be willing to learn, follow instructions and develop from feedback	E	I
<b>Particular Requirements</b>	<b>Desirable /Essential</b>	<b>Assessment Method</b>
A commitment to completing the required apprenticeship qualifications and other training relevant to your role	E	I
Commitment to equality and diversity initiatives, anti-discriminatory practice and safeguarding	E	A I
Suitability to work with children and young adults	E	A DBS