**Job Description:**

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| **Post:** | ***Curriculum Support Apprentice*** |
| **Salary Grade:** | Grade 1 (£14,430 - £14,763) 37 hours over 52 weeks |
| **Responsible to:** | Curriculum Support Co-Ordinator (Southdowns) |
| **Responsible for:** | Supporting the curriculum support teams across both sites. |

**Key Purpose:**

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| **1** | To provide administrative support across college working and supporting other members of the Curriculum Support Team. |
| **2** | To liaise with staff and students at all levels in relation to the duties of the post |
| **3** | This role incorporates study and completion of the NVQ level 3in Business Administration whilst working in a specific department during the one-year fixed term placement. |

**Key Responsibilities and Accountabilities:**

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| **A** | Providing administrative office support to team and Co-ordinators including Student Recruitment and Enrolment Co-ordinator |
| **B** | Recording student absences through the college absence procedure process and log as appropriate |
| **C** | To carry out a variety of admin tasks including photocopying, preparing documentation, filing, ordering stationery, other supplies and sorting mail etc. |
| **D** | To maintain manual and computerised systems including inputting data, keeping records, statistics, confidential and general filing systems as directed. |
| **E** | Build relationships with staff, Interacting with staff and stakeholders either on the phone or in person |
| **F** | Call handling and following up on business communications. |
| **G** | Any other appropriate duties as directed by the Team Leader to contribute to the successful operation of the college, applicable to the grade and qualifications of the post. |
| **H** | To assist with inputting student data during enrolment. |
| **I** | To study towards and complete the NVQ level 3 in Business Administration. |
| **J** | Liaise effectively with team and Co-ordinators to highlight and address issues |
| **K** | Producing letters and absence reports as directed |
| **L** | Update trip registers and check text reply service. Action appropriately |
| **M** | To participate in College Open Days, visitor opportunities and other events (minimum of two events per year). |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | In accordance with government guidelines, you will need to be aged 16-24 (at the point of starting the scheme) to qualify for this position | Y |  |
| ii | To have completed secondary education Five GCSEs grades A\*- C, including English and maths | Y |  |
| iii | **Evidence of a commitment to personal development and training.** | Y |  |
| iv | Customer Service Skills | Y |  |
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|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |
| v | Good IT skills with a knowledge of a range of different computer packages e.g. Word, Excel, PowerPoint, etc. | Y |  |
| vi | Well organised with the ability to work to tight timescales and demonstrate attention to detail | Y |  |
| vii | Able to communicate with a range of visitors, staff and students within the college passing information/messages on to others, some of which may be confidential and sensitive. | Y |  |
| viii | Ability to use keyboard and mouse to produce accurate records may include the production of reports, correspondence, inputting/updating data. | Y |  |
| x | Work accurately with attention to detail. | Y |  |
| xi | Level headed and unflappable. Reliable and conscientious. Able to use own initiative and work as part of a team | Y |  |
|  | **SKILLS & ATTRIBUTES** |  |  |
| xii | Good team work skills | Y |  |
| xiii | Good communication and interpersonal skills to effectively deal with other members of staff. | Y |  |
| xiv | Ability to work individually, demonstrate initiative and as an effective team member | Y |  |
| xv | Ability to be proactive and undertake new challenges. **Adjusting to unfamiliar situations, demands and changing roles.  Seeing change as an opportunity and being receptive to new ideas.** | Y |  |
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