

**WILTSHIRE COLLEGE & UNIVERSITY CENTRE**

**JOB DESCRIPTION**

<b>Job Title</b>	Apprenticeship Onboarding Administrator
<b>Salary</b>	Professional Services Grade 4 & 4a
<b>Reports to</b>	Apprenticeship Onboarding Manager

**Job Purpose**

1. To support the timely and effective enrolment of Apprentices and associated processes.
2. To work collaboratively with key stakeholders across the college including Training Consultants, Student Recruitment Consultants and Apprenticeship Managers.
3. To provide an efficient and effective support service to curriculum departments.
4. To ensure that customers always receive an effective and efficient level of service through continual improvement of processes and the use of technology available.
5. To provide accurate information to stakeholders in a timely way

**Main Duties and Responsibilities**

1. Carry out enrolment and associated administrative processes for apprenticeship provision across the college.
2. To liaise directly with learners and employers to support with all aspects of the apprenticeship enrolment journey.
3. Work effectively to deliver an efficient & high-quality service at all times.
4. Maintain administrative systems to record learner applications, enrolments and business activity, accurately and in a timely manner.
5. Communicate with learners and employers to inform them of course details, enrolment, training and assessment procedures.
6. Set up and maintain paper and electronic filing and tracking systems.
7. Provide guidance and assistance to college staff in the provision of and access to information to support the learner experience.
8. Have an excellent customer service approach and provide information and assistance in relation to the requirements of the role as and when necessary.
9. Ensure evidence is accurate, complete and available to support both internal and external audit requirements.
10. To use digital systems to enrol apprentices and feed into business improvement processes.
11. Participate fully in CPD and Cross-College training as required and appropriate.

## Other

1. To undertake any further training as identified in the College review procedures.
2. Maintain and develop effective communication, liaison and relationships with Business Development colleagues at the specified and other campuses, college staff, employers and external visitors and professionals.
3. To participate fully in College Quality Procedures
4. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
5. To comply with and promote College Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
6. To understand, comply with and promote the colleges Safeguarding policy and procedures.
7. To understand, comply with and promote the colleges Diversity policies and procedures.
8. To engage in continuous professional development
9. Maintain an up-to-date list of external contacts and business partners.
10. To take part in the ordering and tracking of Onboarding resources
11. Attend relevant evening and weekend cover as required for Open Days and other events.
12. Update customer information in the client information (CRMS) database
13. To work with the Marketing Team to promote all courses and increase sales income.
14. To communicate with apprentices and employers to inform them of course details, enrolment, training, and assessment procedures.
15. To undertake general photocopying tasks and to keep accurate files of documentation as required.

## PERSON SPECIFICATION (E= ESSENTIAL D=DESIRABLE)

<b>Method of Assessment</b> The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.	<b>Essential or Desirable</b>	<b>Application Form</b>	<b>Interview</b>
<b>Qualifications</b>			
To hold a Level 3 qualification in a relevant subject or to be able to demonstrate equivalent knowledge and experience	<b>E</b>	<b>X</b>	<b>X</b>
To hold a literacy and numeracy qualification at Level 2 or equivalent (GCSE A-C)	<b>D</b>	<b>X</b>	<b>X</b>
<b>Knowledge / Previous Experience / Skills / Ability</b>			
Commitment to and evidence of CPD	<b>E</b>	<b>X</b>	<b>X</b>
Evidence of establishing and maintaining confidential files and records, both electronic and hard copy	<b>E</b>	<b>X</b>	<b>X</b>
Be proficient in the use of Microsoft Office applications e.g. Word, Excel, PowerPoint	<b>E</b>	<b>X</b>	<b>X</b>
Have experience of using digital systems to record data	<b>D</b>	<b>X</b>	<b>X</b>
Experience of dealing with customers	<b>E</b>	<b>X</b>	<b>X</b>
A good track record with managing a heavy administrative workload	<b>E</b>	<b>X</b>	<b>X</b>
Knows when and where to use judgement, and when and where to seek help or appropriate guidance	<b>D</b>	<b>X</b>	<b>X</b>

Provide evidence of successfully working as part of a team and openly exchanging information and supporting colleagues	<b>E</b>	<b>X</b>	<b>X</b>
<b>Personal Attributes</b>			
Have excellent organisational skills and the ability to maintain accurate records.	<b>E</b>	<b>X</b>	<b>X</b>
Excellent time management skills	<b>E</b>		<b>X</b>
Self-motivated, positive thinking and have a 'can-do' attitude	<b>E</b>		<b>X</b>
Makes time to think about how best to communicate key messages	<b>D</b>		<b>X</b>
Able to produce, accurate and timely records, trackers, minutes, and other relevant documentation	<b>E</b>	<b>X</b>	<b>X</b>
Maintains and develops effective communication, liaison and relationships	<b>E</b>		<b>X</b>
Ensures colleagues are appropriately involved and informed about key issues	<b>E</b>		<b>X</b>
Track record of managing and prioritising a substantial workload and achieving targets and objectives	<b>E</b>	<b>X</b>	<b>X</b>
Ability to work in a team	<b>E</b>	<b>X</b>	<b>X</b>
Ability to work alone and be self-motivated	<b>E</b>		<b>X</b>
<b>Further Requirements</b>			
Willingness to undertake First Aid Training if required	<b>E</b>		
Willing to travel for business purposes and access to own vehicle	<b>E</b>		
An understanding of and commitment to Equality and Diversity as it applies to a supportive service in the workplace	<b>E</b>		
An understanding of safeguarding and a commitment to creating a safe learning environment	<b>E</b>		

**In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children.**

**Notes:**

**This job description outlines the main duties and key performance outcomes of the role. It is not exhaustive and may be varied by the College following consultation with the post holder. The job description, duties and key performance outcomes must be reviewed annually with the line manager and amendments approved by a member of the Senior Leadership Team.**