

Human Resources

Job Description

Position details:

Job Title:	Apprentice Support Services Administrator (CCM)
Department:	Construction College Midlands
Reporting To:	Support Services Team Leader
Salary Scale:	National Minimum Wage
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Status:	Fixed Term to Permanent
Working Hours:	35 hours per week

Overview of Job:

Reporting to the Support Services Team Leader within a busy team, you will support the booking of training courses, the management of training records, and the preparation of course material for instructors. The role will also involve wider administrative tasks and supporting other staff members as and when necessary for the role.

Key Responsibilities and Accountabilities:

- Booking customers onto relevant training courses within the centre through the telephone or through a course booking portal.
- Liaising with customers, employers and internal stakeholders.
- Deal with telephone and e-mail enquiries taking ownership where necessary and passing onto the relevant person where required.
- Producing course programme material in preparation for instructor delivery.
- Supporting the department with administrative activities.
- Maintaining and recording results through external awarding organisation portals.
- Meeting and greeting visitors.
- Dealing with internal and external post.
- Monitoring and ordering office supplies and provisions.
- To contribute to the efficient running of the office by being a part of the team and assisting other staff as and when necessary.
- Any other duties reasonably required.



Mandatory Requirements:

- **Other Duties** – To carry out any other duties which may be reasonably determined from time to time and during peak times by the Corporation or Line Manager.
- **Commitment to Safeguarding** - Safeguard the wellbeing of students, including responsibility for reporting concerns to the College Safeguarding Team.
- **Commitment to the Prevent Duty** – To prevent students and staff from being drawn into terrorism, including responsibility for reporting concerns to the College Safeguarding Team.
- **Disclose & Barring Service (DBS) Check** - All staff will be required to have an enhanced DBS check.
- **Commitment to Equality and Diversity** - To comply with the requirements of the College’s Equality & Diversity Policy and to promote Equality & Diversity in all activities, including responsibility for reporting concerns to the College’s E&D Operational Group.
- **General Data Protection Regulations (GDPR)** – To comply with GDPR legislation and requirements.
- **Health and Safety** - To comply with the requirements of the Health and Safety at Work Act 1974. To fulfil your duties in accordance with College Health & Safety policy and procedures.
- **Continued Professional Development (CPD)** – To be committed to participating in performance discussions, continuous professional development and industrial upskilling.
- **Code of Conduct** – Demonstrate at all times a commitment to the College’s values and Code of Conduct.

Person Specification

Attribute	Criteria	Essential (E)	Desirable (D)
Competences	Acts consistently with College values.	E	
	Gives support to others.	E	
	Able to plan and schedule routine tasks.	E	
	Keeps appropriate records as required.	E	
	Accepts constructive criticism and acts upon it to improve own performance.	E	
	Works to agreed standards.	E	
	Pays attention to detail.	E	
	Meets deadlines.	E	
	Interacts confidently with others.	E	
	Has a basic grasp of the skills and knowledge required for the role.	E	
	Evaluates the appropriate level of detail.	E	
	Identifies problems.	E	
	Uses appropriate channels of communication.	E	
	Sets targets and objectives in collaboration with line manager.	E	
	Demonstrates perseverance and resilience to overcome reasonable obstacles.	E	



	Willingness to learn from experience. Prepared to seek help and guidance when necessary.	E	
	Understands how their own role contributes to the bigger picture.	E	
	Relates effectively with other team members and with customers/contacts in other teams.	E	
	Positive and enthusiastic.	E	
	Is committed to achievement in role.	E	
Experience	Experience within a customer facing role		D
Professional Skills	Strong administrative skills.	E	
	Knowledge of Microsoft Office and web-based applications	E	
	Good planning and organising skills.	E	
	Excellent communication skills both written and verbal.	E	
	Excellent customer service skills.	E	
	Must be suitable to work with young people and adults at risk of harm.	E	
	Ability to recognise discrimination and be able to demonstrate an awareness of equal opportunities.	E	
	Must be suitable to work with young people and adults at risk of harm.	E	
	Ability to recognise discrimination and be able to demonstrate an awareness of equal opportunities.	E	
Qualifications and Training	GCSE A* - C in English and Maths qualifications (Grades 9 - 4) or equivalent.	E	
	Safeguarding, Prevent, Equality and Diversity, GDPR and CEOP training to be completed within one month of appointment.	E	
	Level 2 Qualification in Business Administration or equivalent.		D

