

Job Description

Position: Apprenticeship Administrator

School/Service: Health, Science & Society

Reference:

Grade: Grade 4

Status: Full time

Hours: 36.25 hours per week (1 FTE)

Reports to: Executive Head/Leads

Main Function of the Position:

As a member of the Health, Science & Society Apprenticeships administration team, to contribute to the effective operation of administrative functions in support of academic apprenticeship programmes in liaison with a wide range of internal and external agencies. To actively collaborate with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times. To contribute to a complex range of activities to maximise resource utilisation and added value.

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

Principal Duties and Responsibilities:

1. To have a good working knowledge of programme administration requirements, regulations and procedures which are effectively shared and communicated across the wider academic and professional teams.
2. To undertake the tasks associated with academic apprenticeship administration processes and procedures including maintaining and processing accurate student data to fulfil both internal and external requirements.
3. To effectively service and support of Data Reconciliation Meetings, Assessment Boards and Student-Staff Liaison Committees.
4. To provide an administrative service for a range of academic apprenticeship programmes or pathways within the school of Health Science & Society.
5. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
6. To work with the staff within the School apprenticeship programmes to achieve and maintain customer service excellence, advising staff from across the University where appropriate
7. To create a constructive liaison point between the Academic Office, Apprenticeship team, partner organisations and other central support units.

8. To be actively involved in determining and advancing best practice and to contribute to the implementation of systems development in liaison with academic and professional colleagues across the University and partner organisations.
9. To work effectively within a dynamic environment and optimise individual and team effort.
10. To advance quality systems to ensure all work is of the highest standard of accuracy.
11. To contribute to the unit planning process and to be actively involved in the achievement of performance targets.
12. Provide cover as appropriate in the absence of others.
13. To participate in University internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
14. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
15. To participate and engage in staff development activity.
16. To perform other duties in negotiation with the Executive Head and Leads as required.
17. Ensure and maintain integrity and confidentiality of data and associated data protection, requirements in line with statutory and corporate requirements
18. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
19. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance delivery of key responsibilities of the role.

Note:

This is a description of the position requirements, as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

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Person Specification

Position: Apprenticeship Administrator		Reference:	
School/Service: Health, Science & Society		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	Priority 1	Application Form/Documentation
1 b)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent experience	Priority 2	Application Form/Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 1	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	Priority 1	Application Form/Interview/Test
2 b)	Able to develop and operate systems for keeping clear and accurate records	Priority 1	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	Priority 1	Application Form/Interview/Test
2 d)	Excellent oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/Interview
2 e)	Excellent organisational skills	Priority 1	Application Form/Interview
2 f)	Effective committee support skills, including minute taking, or potential to develop committee support skills	Priority 2	Application Form/Interview/Test
2 g)	Able to contribute to and implement system, process or procedural development	Priority 1	Application Form/Interview
3	Experience		
3 a)	Experience of dealing with people in a customer care situation	Priority 1	Application Form/Interview
3 b)	Experience of using computerised record systems as a major administrative tool	Priority 1	Application Form/Interview
3 c)	Experience of Academic Programme Administration	Priority 2	Application Form/Interview
3 d)	Experience of supporting assessment boards	Priority 2	Application Form/Interview
3 e)	Experience of supporting committees including minute taking	Priority 2	Application Form/Interview/Test
3 f)	Experience of setting and achieving deadlines for self	Priority 1	Application Form/Interview
3 g)	Experience of working to imposed deadlines	Priority 1	Application Form/Interview
3 h)	Experience of setting and monitoring deadlines for others	Priority 1	Application Form/Interview
3 i)	Experience of contributing to and implementing system, process or procedural development	Priority 2	Application Form/Interview

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Criteria		(1/2)	Method of Assessment
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Application Form/Interview
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Application Form/Interview
4 c)	Able to work and contribute as a member of a team, whilst using own initiative as required	Priority 1	Application Form/Interview
4 d)	Able to work without close supervision	Priority 1	Application Form/Interview
4 e)	Able to work in a fast-paced environment and embrace change	Priority 1	Application Form/Interview
4 f)	Able to take ownership of, organise and prioritise tasks and workload from initial stage to completion to meet deadlines	Priority 1	Application Form/Interview
4 g)	Able to follow procedures and respond to instructions from senior colleague(s)	Priority 1	Application Form/Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and travel as appropriate in order to meet the needs of the service	Priority 1	Interview
5 e)	Available to work evenings and outside the normal academic year	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.