



Job Description

JOB TITLE:	Apprentice Business Services Administrator
SALARY:	Apprentice Salary £22,071.09 (National Living Wage)
HOURS:	37 Hours per week, 18 Month Fixed Term Contract
REPORTS TO:	Head of Business Development
CAMPUS:	Slough & Langley College

JOB PURPOSE: An exciting and varied role and opportunity, working within the Apprenticeships Team at the College Group, to support the day-to-day operation and administration of the Business Development Team. The Administrator will work with the team to ensure successful Apprenticeship enrolments which meet ESFA Funding regulations – through administration support, tracking applications, enquiries and preparing documents.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:

1. Processing Apprenticeship Web Applications – acknowledging by phone, all apprenticeship applications with the Apprentice and their employer.
2. Monitor and collate compliance checks liaising via phone and email with all parties
3. Create evidence packs for new starters ensuring paperwork is compliant and ready for Business Development Executives to complete.
4. To deal promptly and efficiently with telephone and e-mail enquiries to the Business Services Team liaising with appropriate staff to ensure enquiries are resolved.
5. Liaising with and providing relevant information to other teams including admissions
6. Maintaining the college CRM, and shared documents through regular, daily data entry, related to calls and communications with employer/students.
7. Support Business Development team with Events planning, and attendance.
8. Excellent organizational, interpersonal and communication (written and verbal) skills.
9. Self-motivation, flexibility and adaptability, able to cope with large and changing workloads.
10. Highly IT literate with excellent Microsoft Office skills
11. To provide full administrative support to the Business Services team, and any additional duties required.
12. To build a strong knowledge base on the range of Apprenticeships offered by the College.

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of



these documents and that you follow the objectives and procedures of good risk management in your areas of work.

This post is exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the [College's Safeguarding and Child Protection Policy](#).
- The principles and procedures set out in the College's Data Protection Policy

April 2021



PERSON SPECIFICATION
Apprentice Business Services Administrator

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Good level of education overall, with minimum Grade C/4 at GCSE in English and Maths (or equivalent qualification). You must list this in your application form	✓		AF
EXPERIENCE			
Demonstrable experience of data entry and administration skills		✓	AF/IV
SKILLS, KNOWLEDGE AND ABILITIES			
Demonstrable oral and written communication skills	✓		AF/IV
Demonstrable IT skills Including Microsoft Word, Excel, Outlook, Internet	✓		AF
Proven ability to be flexible and adapt to changing working environment	✓		IV
Proven organisational skills, and the ability to work under pressure and meet deadlines	✓		IV
High level of accuracy and attention to detail	✓		AF/IV

KEY:

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview.

All of the elements marked AF/IV will also be assessed at interview.

All or some of the elements may be assessed by the Test/Presentation