

**Employer Services Apprentice**

## Main Purpose of Job

Working in the Employer Services team you will provide administration support for the Employer Services team including supporting employers and external partners. You will also support students on remote e learning programmes ensuring that a high standard of customer satisfaction is maintained at all times. You will also support the organisation of key employer events at the College.

**Main Duties**

**Remote E Learning and Commercial Courses**

* Process enrolment paperwork and registration forms
* Record achievements and distribute certificates
* Complete programme reviews with students

**Partners**

* Process new enrolments and complete quality checks for accuracy
* Support the Bursary claims process, liaising with partners and students as necessary
* Monitor progress of students and track timely achievement and destinations

**Employer Engagement**

* Maintain the employer ‘hotline’ and enquiry emails
* Assist with marketing campaigns and update the database
* Assist with events including awards, career fairs and networking
* Assist with queries and preparation of reports

**Personal Development**

* To undertake staff development and attend staff meetings as required and requested
* To undertake continuous professional development
* To complete the Level 3 Business Administrator Apprenticeship in a timely manner and to a high standard.

**Additional Duties**

* To meet the individual needs of all customers
* To positively promote the college at events as required
* To promote and safeguard the welfare of young people and vulnerable adults at the college
* To accept flexible redeployment and reallocation of duties commensurate with the level of the post
* To maintain confidentiality of all information with the department



**Employer Services Apprentice**

**Qualifications**

* Relevant qualification to minimum of Level 2 (GCSE or equivalent including maths and English)
* High level of literacy skills
* High level of computer skills including working knowledge of Excel and Word
* Evidence of continuing professional development

**Knowledge/Experience**

* Experience of working in a customer service environment
* Experience of processing and organising data accurately and to timescales
* Experience of organising schedules of events or similar
* Experience of effective team working and promoting relationships between staff, students and the community
* Experience of working in a busy office environment

**Skills/Attributes**

* Excellent communication skills
* A high level of organisational skills and accuracy
* Flexible approach
* Customer focused
* Logical approach to problem solving
* Computer literate including use of spreadsheets and databases

**Additional Requirements**

* Ability to travel as required
* Willingness to work flexible hours

**Post Information**

* Reports to Head of Skills and Enterprise
* This post is for 37 hours per week for 18 months
* Salary £14,526.20
* The post holder will undertake all duties and responsibilities in compliance with regulatory, legislative and college procedural requirements.