



JOB DESCRIPTION

JOB TITLE: Apprentice Administrator

Department: Learner Support

Grade: Apprentice terms

Directly responsible to: Senior Administrator

Directly responsible for: N/A

PURPOSE OF JOB:

To provide a high quality 'first point of contact' reception service for the Learner Support department dealing with phone calls, email and face-to-face enquiries.

To provide a comprehensive administrative support service to the Learner Support department.

MAIN RESPONSIBILITIES AND DUTIES:

1. To handle enquiries from staff and students in person, electronically and over the telephone in a busy office.
2. To answer internal and external enquiries in a courteous and informative manner.
3. To prepare, maintain and update documentation.
4. To provide administrative support duties to the Learner Support team, including filing, photocopying, word processing, maintaining databases and taking minutes.
5. To provide excellent customer service to all learners and staff.
6. To be fully aware of and comply and promote all the Colleges policies, including Financial Regulations.
7. Must be willing to undertake appropriate training and staff development.
8. In carrying out their duties the appointee must comply with Health and Safety Regulations and their responsibilities within the Health and Safety Policy and be aware of the College statement on Health and Safety.
9. The post holder will be expected to work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of the Corporation.
10. Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.
11. To ensure the development of equality of opportunity throughout all aspects of service delivery and to comply with equality of opportunity within the team and in interactions with other College areas and external partnerships.

PHYSICAL CONDITIONS**Place of Work**

The principal place of work will be at Bolton College's Deane Rd Campus. However, the post holder may be required to work on either a temporary or an indefinite basis at any premises at which the College may, from time to time, provide services or at other locations, mainly in the Bolton area when required. As part of their duties, the post holder may be required to travel within the United Kingdom. Such travel may include attendance at conferences or seminars for the purpose of maintaining and updating their professional skills.

Working Hours

The post holder will be expected to work such hours as are necessary for the proper performance of their duties. The post holder may from time to time be required to work on a Saturday or Sunday, in which case time off in lieu will be given during the normal working week. The post will require some evening work to support student performance and may require Saturday working.

SOCIAL CONDITIONS**Probationary Period**

If the post holder is a new employee to the College, the first 3 months of employment will be a probationary period, during which the suitability of the post holder for the position will be assessed. The College reserves the right to extend the probationary period if, in its opinion, circumstances so require. During the probationary period, employment may be terminated either by the post holder or by the College by giving written notice of one month. The College's Disciplinary Procedure will not apply during the probationary period.

Appraisal

The post holder will be required to participate in a staff appraisal scheme approved by the College.

In the interests of Health & Safety, smoking is not permitted in Bolton College.

JOB DESCRIPTION PREPARED BY:**Head of Learner Support****DATE:****March 2014**