

JOB DESCRIPTION

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| JOB TITLE: | Careers Advice Zone Apprentice |
| DEPARTMENT: | Business Services |
| RESPONSIBLE TO: | Director of Business Services |
| RESPONSIBLE FOR: | No Subordinate Staff |
| PURPOSE OF JOB: | To provide proactive, supportive and efficient administrative support in the careers advice zone primarily assisting with all administrative duties. |

MAIN TASKS AND RESPONSIBILITIES:

- 1. Administrative Duties**
- 2. General Responsibilities**

1. Administrative Duties

- 1.1 To undertake general administrative duties and processes within the department.
- 1.2 To cover the Careers Advice Zone information desk as required, dealing with customer enquiries and taking messages answering phone calls & emails.
- 1.3 To assist with any filing, mailshots and other clerical duties that are required.
- 1.4 To prepare and support College events programme; HE evenings, Showcase evenings, Apprenticeship evening, school events (including outside of office hours)
- 1.5 Assist with initial assessment screening for apprentice's and RSWA students.
- 1.6 Update vacancy/part time jobs notice board.
- 1.7 To track, log and analyse data gathered about the usage of the service.
- 1.8 Assist with all apprenticeship applications and arrange interviews and provide data as required.
- 1.9 To update and maintain the CRM database of employers.
- 1.10 To attend all staff meetings.
- 1.11 To work across college and liaise with other departments, tutors and support staff
- 1.12 Assist with the promotion of the department and associated literature.

2. General Responsibilities

- 2.1 Work to ensure implementation of the college's policies and procedures including Safeguarding/Equality and Diversity requirements.
- 2.2 Participate in staff development activities
- 2.3 Undertake such duties as may be required of you, commensurate with the post holder's grade and general level of responsibility at his/her initial place of work, or any other establishment for which the College provides services.

PERSON SPECIFICATION

JOB TITLE: Careers Advice Zone Apprentice

GRADE: Level 3

RESPONSIBLE TO: Director of Business Services

RESPONSIBLE FOR: No Subordinate Staff

| Criteria | Essential | Desirable |
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| Qualifications | | |
| GCSE grade A* - C or equivalent in Maths and English or equivalent qualification | ✓ | |
| IT qualification | | ✓ |
| Experience | | |
| Sound working knowledge of Microsoft Office applications | ✓ | |
| Experience of working within a customer service facing role | ✓ | |
| Experience and knowledge of using database systems | | ✓ |
| General Skills | | |
| Good communication skills, both oral and written, with the ability to liaise at all levels | ✓ | |
| Good telephone manner | ✓ | |
| Personal Qualities | | |
| Excellent interpersonal skills | ✓ | |
| General | | |
| Presentable and professional at all times | ✓ | |