

JOB SUMMARY

Post Title	Learning & Development Administration Apprentice						
Job Family	<i>Business Support</i>	Pay Range	<i>NMW</i>	Line Manager to others?	No	Role profile ref	BS03
Service Area	<i>Learning & Development</i>						
Line Manager	<i>Steve Willingham</i>						
Location	<i>Westridge Community Learning Centre, Brading Road, Ryde, PO33 1QS</i>						

Job Purpose			
To provide a high quality and efficient face-to-face and virtual reception function by dealing with enquiries from service users, greeting visitors, providing hospitality for training events, producing course materials, processing course applications and carrying out other administrative duties to support the team.			
Job Context:			
<ul style="list-style-type: none"> Assisting with the setting up of training rooms, and greeting visitors in a polite, friendly and professional manner. Setting up, monitoring and hosting virtual meetings and training events via Microsoft Teams Provide information and advice as required to service users, particularly with regard people accessing our Learning Management System, receive/make telephone calls, sending and receiving e-mails and arrange for enquiries to be actioned as appropriate. Undertake general office administrative tasks as required e.g. photocopying, booking of rooms, Charging for attendance/non-attendance, processing course applications, filing, maintaining of electronic data bases & inputting information. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Practical experience within the relevant working environment.	<i>Ability to work effectively within a team, working under pressure and being flexible and adaptable in the approach to work.</i>		✓
Working knowledge of relevant processes and systems.	<i>Ability to act on instruction and guidelines to ensure processes are followed.</i>		✓
Knowledge of the service provided in own area.	<i>Experience of customer service, hospitality and business administration.</i>		✓
ICT skills including use of Microsoft applications.	<i>Frequent use of Outlook, Word, Excel, & Teams</i>	✓	
Good verbal and written communication skills.	<i>Ability to communicate with a range of service users and colleagues, both verbally and by e-mail.</i>	✓	
Numerate and accurate with attention to detail.	<i>Ensuring information provided to service users, or entered into electronic databases, is correct and accurate.</i>	✓	
Understanding of how to deal with customers appropriately.	<i>Being professional and polite with a strong focus on customer care.</i>	✓	
Qualifications			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Educated to GCSE or equivalent.	<i>Entry requirement for Level 3 in Business Administration.</i>	✓	
Level 2 in Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.			✓
Other Requirements			
<p>May require relevant certifications including evidence of fluency in English language.</p> <p>Must be fully able to undertake the physical aspects of the job.</p> <p>A current driving license would be desirable due to the locations involved.</p>			

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Organisation Structure (optional)