LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Administrative Assistant	Post Number:	CS0824P
Daily Supervision:	Senior Administrative Officer	Grade:	CSS Scale 3
Department:	Curriculum Administration Support	Last Updated:	September 2024

Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

Our Mindset:

Job Purpose:

To provide high quality administrative support and customer service to the management, staff and apprentices within the Apprenticeship Progress Support Team.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To undertake various administrative activities required in connection with the running of the Apprenticeship Progress Support Team.
2. To administer the End Point Assessment process for all apprentices and be the point of contact for awarding bodies.
3. To maintain a high level of knowledge in relation to the apprenticeship e-portfolio system to ensure ongoing support for assessors, management, apprentices and employers.
4. To administer the induction process for new apprentices from initial enrolment to post-induction support.
5. To keep up to date records of Apprentice End Point Assessment Organisation data and pricing.
6. To assist the Senior Administrative Officer in the maintenance of financial and budget information in liaison with the Finance Unit to include raising purchase orders.
7. To assist with the efficient and effective communication flow throughout the APS team and cross college services/functions.
8. To act as a first point of contact for the APS Team with enquiries received by telephone and email whilst maintaining a high level of customer service.
9. To arrange meetings, interviews and appointments as required.
10. To assist with the co-ordination and completion of allocated tasks within a shared Outlook mailbox.
11. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
12. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
13. To maintain quality standards appropriate to the post.
14. To conform with the Health and Safety requirements relevant to the post.
15. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	Range of GCSE qualifications to include Maths and English at Grade C (Grade 4) or equivalent	A/I
2	Level 3 Business Administration qualification or equivalent	A/I
3	Competent with the Microsoft 365 Productivity Software including Word, Powerpoint and Excel	A/I/T

	Skills/Abilities – Interpersonal	PSM
4	The ability to work in a non discriminatory manner	A/I
5	The ability to communicate (orally and in writing)	A/I/T
6	The ability to work on own initiative within guidelines from the Senior Administrative Officer	A/I/T
7	The ability to work within a team	A/I
8	Good telephone manner and customer service skills	A/I/T

	Experience	PSM
9	Practical experience of using relevant software packages, i.e. Microsoft Word, Outlook & Excel	A/I/T
10	Relevant experience of administrative duties in an office environment	A/I

	Work Related Circumstances	PSM
11	The ability and willingness to undertake relevant staff development	A/I
12	The willingness and ability to work flexibly and to cover tasks within the team	A/I

	Skills/Abilities - Other	PSM
13	Excellent organisational skills	A/I/T
14	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

Prepared By:	Kate Holford – Curriculum Administration Manager
Date:	September2024

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test