

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

CS1457P: Apprenticeship Progress Support Administrator

SALARY

£25,317 per annum

GRADE

CSS Scale 3

HOURS

37.5

REPORTING TO

Apprenticeship Progress Support Team Leader

DEPARTMENT

Curriculum Support Team

LOCATION

Lincoln

BE READY...

Job Purpose:

To provide high quality administrative support and customer service to the management, staff and students 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 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.
3. To administer the End Point Assessment process for all apprentices and be the point of contact for awarding bodies.
4. 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.
5. To administer the induction process for new apprentices from initial enrolment to post-induction support.
6. To generate and distribute weekly reports to key stakeholders in a timely manner.
7. To assist the Team Leader in the maintenance of financial and budget information in liaison with the Finance Unit to include raising purchase orders.
8. To assist with the efficient and effective communication flow throughout the Apprenticeship Progress Support Team and cross college services/functions.
9. To arrange meetings, interviews and appointments as required.
10. To assist with the preparation and distribution of meeting documentation.
11. To attend meetings as required for the purpose of taking notes or minutes.
12. To assist with the co-ordination and completion of allocated tasks within a shared Outlook mailbox.
13. 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.
14. 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.
15. To maintain quality standards, appropriate to the post.
16. To conform with the Health and Safety requirements relevant to the post.
17. Safeguard and promote the welfare of children, young people and vulnerable adults, acting in accordance with statutory requirements and College procedures.

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 Team Leader.	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
13	Willingness to work across all sites of Lincoln college, including Lincoln and Newark as required.	A/I

	Skills/Abilities - Other	PSM
14	Excellent organisational skills.	A/I/T
15	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I
16	Ability to actively promote equality, diversity and inclusion across all aspects of the role.	A/I

Prepared By:	Kate Holford – Curriculum Support Manager
Date:	May 2026

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

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "**Our Purpose**" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

