

TEAM MEMBER ROLE PROFILE – Apprentice March 2022

Title Framework	Administrator Level 3 Business & Administration	Business: Harlow College Location: Harlow, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward-looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work Hard, work Together • Be your best, be your future • Always be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose Participate in the day to day activities of the IT ServiceDesk, developing and implementing ITIL processes</p> <p>2. Function's Strategy Contribute to the function's strategy which is to maintain ICT equipment and IT services supporting the Teaching and Learning Strategy.</p> <p>3. Key Partners/Relationships: Students and College Staff External Support Providers / Agencies Other College Service Teams External Suppliers</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Assist in the day to day running of the IT ServiceDesk 2. Implement in an effective and consistent manner all IT administrative systems and processes 3. To provide clerical support for staff in the designated area. Including printing, copying and posting of papers, certificates, schedules, etc. 4. To liaise with support staff, students and other stakeholders with administrative enquiries/applications. 5. To process enquiries promptly and efficiently. Using the college ServiceDesk tool 6. Research, develop and implement ITIL processes 7. To ensure confidentiality is maintained at all times 8. To support promotional activities and events relating to the college 9. To undertake specific project work when required <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. Completion of targets throughout and on completion of the Level 3 Apprenticeship framework within specified deadlines. 2. Complete on the job tasks by specified deadlines to a high standard 3. Fully engaged with the IT Support processes and procedures 4. Communicate effectively with all users in the course of progressing calls 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Minimum of two D's in GCSE or key/functional skills at level 1(including Maths & English). 2. Completion of a related level 2 apprenticeship is preferred 3. At least 1 years' experience / placement in a customer focused/Helpdesk environment. Preferably IT related 4. Flexible attitude towards work and with the ability to accept and implement change 5. Good communications and interpersonal skills 6. The ability to demonstrate a positive work ethic 7. A confident and professional telephone manner 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Actively seeks to increase/improve knowledge and skills <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job-related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Can evidence their contribution to the college's Quality Improvement cycle (e.g., SAR/QIP) ➤ Seeks ways to continuously improve the service/productivity of their working area ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>1. Teamwork</p> <ul style="list-style-type: none"> ➤ Values the input and know-how of other team members ➤ Takes actions that demonstrate consideration for the feelings and needs of others ➤ Works with other team members toward a common goal <p>2. Resourceful</p> <ul style="list-style-type: none"> ➤ Investigates ways to do things better ➤ Achieves maximum benefit from limited resources ➤ Seizes opportunities as they arise <p>3. Customer Focused</p> <ul style="list-style-type: none"> ➤ Considers the needs of the customers ➤ Responds to customer complaints promptly and positively ➤ Uses customer feedback to continuously improve the customer experience

