

JOB DESCRIPTION

JOB TITLE:	Apprentice in Customer Service
DEPARTMENT:	Admissions & Curriculum Admin
RESPONSIBLE TO:	Admissions & Curriculum Admin Manager
HOURS:	37
RESPONSIBLE FOR:	No Subordinate Staff
PURPOSE OF JOB:	To provide effective and comprehensive administrative support to the Curriculum Admin, Admissions & Reception team.

Main Tasks and responsibilities:

1. Administration of Admissions Service
2. Curriculum Administrative Duties
3. Reception Service
4. General Responsibilities

1. Administration of Admissions service.

- 1.1 Assist with the recording of Admissions application forms and associated paper work.
- 1.2 Liaises with applicants and their sponsors to ensure that they are informed about their application.
- 1.3 Assists with the arrangements of interviews and their outcomes ensuring appropriate information is given.
- 1.4 Ensures that the information and advice given to clients and their parents/employers is accurate and supportive.
- 1.5 Ensure all admissions documentation is kept up to date including spreadsheets.
- 1.6 Provide reception cover when required.

2. Curriculum Administrative Duties

- 2.1 Works across departments/Campus as directed and contributes towards the smooth running of the administrative support.
- 2.2 Ensures all documentation is appropriate and maintained in an accurate manner.
- 2.3 To support College events programme; admissions evenings; showcase events; enrolments etc. (including outside of office hours).

- 2.4 To provide effective administrative support to systems and processes; including student progress reports, student support, disciplinary process, induction, educational visits etc.
- 2.5 Receives enquiries and messages and deal with all internal and external communications effectively and efficiently in a confidential manner.

3. Reception Service

- 1.1 To provide a welcoming Reception for visitors, staff and students, ensuring all visitors are signed in and issued with the appropriate ID.
- 1.2 Issuing and monitoring of Student ID Cards in accordance with College Policy.
- 1.3 Operates telephone system, greet callers and connects calls to the correct extension. Processes enquiries, takes messages as appropriate, process mail as and when required

4. General responsibilities

- 4.1 To take personal responsibility for safeguarding and promoting the welfare of children and vulnerable adults.
- 4.2 To contribute to the attainment of the College's strategic objectives as appropriate.
- 4.3 To comply with all College policies, procedures, practices and rules as may be made from time to time.
- 4.4 To take responsibility for own professional development and ensure up to date knowledge on all areas associated with HR administration.
- 4.5 To take an active part in staff development and appraisal systems.
- 4.6 To undertake such other duties as may reasonably be required of you, commensurate with your grade and general level of responsibility at your present place of work or any other establishment for which the College provides services.

NB In consultation with you this job description is liable to variation by College Managers to reflect or anticipate changes in the College's requirements.